

**OFFICE OF CONSUMER ADVOCATE**

**OCA EXHIBIT TURNER DIRECT  
SCHEDULES A-F**

**OF**

**BRIAN W. TURNER**

**INTERSTATE POWER AND LIGHT COMPANY  
DOCKET NO. FCU-2016-0011**

**November 14, 2016**

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 1**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Author: Wendi Cigrand  
Author's Title: Sr. Mgr. Customer Support  
Author's Telephone No.: (319) 786-4698  
Subject: Customer Complaints about High Electric Bills -  
Implementation Date of the MCIS  
Reference:

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**Data Request No. 1**

When was the Modern Customer Information System (MCIS) implemented and launched in Iowa?

- A. When was the MCIS system first used for billing electric and gas in Iowa?  
Please specify month, day, and year.

**Response:**

The Modern Customer Information System (MCIS) project resulted in the launch of CC&B, IPL's comprehensive Customer Care and Billing system, on February 15, 2016.

NOTE: In the event the response to this data request contains confidential information, do not simply mark the entire response or attached document(s) confidential. Please highlight, or otherwise identify, the specific information that is claimed to be confidential.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 2**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
 Date of Request: October 20, 2016  
 Response Due: October 27, 2016  
 Information Requested By: Mark Schuling  
 Date Responded: October 27, 2016  
 Author: Wendi Cigrand  
 Author's Title: Sr. Mgr. Customer Support  
 Author's Telephone No.: (319) 786-4698  
 Subject: Customer Complaints about High Electric Bills – Affected Locations within Iowa  
 Reference:

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**Data Request No. 2**

Which areas of Iowa are most of the customer complaints about higher than usual electric bill amounts coming from?

**Response:**

IPL has interpreted this question as requesting information on (1) complaints filed with the Iowa Utilities Board that are sent to IPL and (2) complaints received by IPL directly from a customer, where a customer claimed to have received a bill that was too high. In addition, a relevant timeframe for the request was not defined; accordingly, IPL has produced the requested information from the go-live date of its Customer Care & Billing system (CC&B) in Iowa, of February 15, 2016 through October 20, 2016.

Please see the data below, which includes a listing of customer complaints about high electric bills by city.

City	Number of complaints
CEDAR RAPIDS	117
DUBUQUE	53
MARION	26
CLINTON	13
OTTUMWA	13
NEWTON	11
BURLINGTON	11
CENTERVILLE	9
MARSHALLTOWN	9
MASON CITY	8

HIAWATHA	8
FAIRFIELD	8
FORT MADISON	8
NORTH LIBERTY	7
CHARITON	7
BOONE	7
KEOKUK	7
MANCHESTER	6
ANAMOSA	6
MONTICELLO	6
OELWEIN	5
SUBURBAN TOWN	5
PERRY	5
WAUKON	5
TIFFIN	5
CENTERVILLE RR	5
WASHINGTON	5
TOLEDO	4
PARK VIEW	4
ASBURY	4
WALCOTT	4
OSCEOLA	4
CHARITON RR	3
MCCAUSLAND	3
OKOBOJI	3
OTTUMWA RR	3
RIVERSIDE	3
PALO	3
KALONA	3
BELLE PLAINE	3
VIOLA	3
ALBION	3
WEST BURLINGTON	3
REASNOR RR	3
WILLIAMSBURG	3
MACKSBURG	3
AMES	2
SIGOURNEY	2
PRAIRIEBURG	2
MONTROSE	2
CRESTON	2
MORNING SUN	2
CLEMONS	2
MORRISON	2
REINBECK	2
MOULTON	2
TAMA	2
MT VERNON	2
DECORAH	2
MUSCATINE	2

EDGEWOOD	2
NEVADA	2
ALBURNETT	2
NEW LIBERTY	2
LANSING	2
ELVIRA	2
CONESVILLE	2
ATKINS	2
CRESCO	2
BAXTER	2
MADRID	2
GRINNELL	2
TRIPOLI	2
HAZLETON	2
WADENA	2
CLEAR LAKE	2
DYERSVILLE	2
HOLY CROSS	2
ELDORA	2
JEFFERSON	2
LE GRAND	2
OLIN	1
SIBLEY	1
RAKE	1
HARCOURT	1
VENTURA	1
ALBIA RR	1
PEOSTA	1
HEDRICK	1
FERTILE	1
HEDRICK RR	1
ST ANSGAR	1
CHELSEA	1
WEBB	1
HOLLAND	1
ELKADER	1
CINCINNATI	1
AMBER	1
HUMESTON	1
REMBRANDT	1
IOWA FALLS	1
SAGEVILLE	1
CLARENCE	1
SOUTH ENGLISH	1
ALDEN	1
TERRIL	1
KENSETT	1
GREENE	1
CLEARFIELD	1
WHAT CHEER	1

KEY WEST	1
ORLEANS	1
KLEMME	1
ELWOOD	1
LACONA	1
PETERSON	1
LAKE DELHI	1
PROTIVIN	1
LAMONT	1
FARLEY	1
BELMOND	1
RICHLAND RR	1
LAUREL	1
RUDD	1
CLERMONT	1
SHELLSBURG	1
WOODWARD	1
SIOUX RAPIDS	1
ZEARING	1
SPRINGDALE	1
LORIMOR	1
AVERY	1
LOW MOOR	1
GLADBROOK	1
LUANA	1
GRANDVIEW	1
LUTHER	1
BATAVIA	1
BLAIRSTOWN	1
GUTTENBERG ISL	1
CLUTIER	1
HANLONTOWN	1
COLUMBUS JUNCTION	1
OLLIE	1
MANLY	1
ASHTON	1
MARENGO	1
CENTER POINT	1
ARNOLDS PARK	1
ELY	1
COULTER	1
FAIRFAX	1
BOXHOLM	1
POSTVILLE	1
MASSILLON	1
PRESCOTT	1
BRITT	1
RADCLIFFE	1
MECHANICSVILLE	1
RALSTON	1

MEDIAPOLIS	1
FAYETTE	1
MELVIN	1
RICEVILLE	1
MENLO	1
RIDGEWAY	1
MIDDLETOWN RR	1
ROWLEY	1
MILES	1
RUSSELL	1
MILLERSBURG	1
SELMA	1
DE WITT	1
SHERRILL	1
ALEXANDER	1
FOREST CITY	1
DELHI	1
SOLO	1
DELMAR	1
SPIRIT LAKE	1
MOSCOW	1
SPRINGVILLE	1
DICKENS	1
STONE CITY	1
DONAHUE	1
FREEPORT	1
MT ZION	1
GEORGE	1
MURRAY	1
GOOSELAKE	1
DONNELLSON	1
GRAND RIVER	1
CALMAR	1
WAHPETON	1
CARROLL	1
WAPELLO	1
EDDYVILLE RR	1
GRINNELL RR	1
NORA SPRINGS	1
WEST BRANCH	1
CASEY	1
WEST OKOBOJI	1
OCHEYEDAN	1
WHEATLAND	1
ELBERON	1
ELDON	1
YALE	1
LEON	1
LISBON	1

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 3**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Author: Wendi Cigrand  
Author's Title: Sr. Mgr. Customer Support  
Author's Telephone No.: (319) 786-4698  
Subject: Customer Complaints about High Electric Bills – Affected Customers  
Reference:

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**Data Request No. 3**

Over the past 18 months, on a daily basis,

- a. What is the current average wait time for customers to speak to a live customer service agent?
- b. How many customer complaints has Interstate Power and Light Company received about higher than usual electric bills?

**Response:**

IPL has interpreted this question as requesting information from the 18 months prior to the date of the request, or April 2015, on (1) the average wait time for customers to speak to a live customer service agent and (2) complaints filed with the Iowa Utilities Board that are sent to IPL and (3) complaints received by IPL directly from a customer, where a customer claimed to have received a bill that was too high.

- a. Please see Attachment A to this data request response, which includes a listing of the average wait time for customers to speak with a live customer service agent, on a daily basis, over the past 18 months, starting from April 1, 2015.
- b. Please see Attachment B to this data request response, which includes a listing of customer complaints high bills, on a daily basis, over the past 18 months, starting from April 1, 2015.



Filed with the Iowa Utilities Board on November 14, 2016, FCU-2016-0011

Date	ASA/Seconds	Year	Month	Day of Week	Day
4/1/2015	78.3	2015	4	4	1
4/2/2015	51.1	2015	4	5	2
4/3/2015	45.6	2015	4	6	3
4/4/2015	4.5	2015	4	7	4
4/5/2015	13.3	2015	4	1	5
4/6/2015	31.5	2015	4	2	6
4/7/2015	44.5	2015	4	3	7
4/8/2015	116.3	2015	4	4	8
4/9/2015	84.4	2015	4	5	9
4/10/2015	55	2015	4	6	10
4/11/2015	39.4	2015	4	7	11
4/12/2015	12.8	2015	4	1	12
4/13/2015	79.5	2015	4	2	13
4/14/2015	47.1	2015	4	3	14
4/15/2015	81.9	2015	4	4	15
4/16/2015	49.3	2015	4	5	16
4/17/2015	27.7	2015	4	6	17
4/18/2015	10.3	2015	4	7	18
4/19/2015	149.7	2015	4	1	19
4/20/2015	49.5	2015	4	2	20
4/21/2015	26.6	2015	4	3	21
4/22/2015	62.8	2015	4	4	22
4/23/2015	30.8	2015	4	5	23
4/24/2015	14	2015	4	6	24
4/25/2015	4.7	2015	4	7	25
4/26/2015	9.6	2015	4	1	26
4/27/2015	49.4	2015	4	2	27
4/28/2015	26.4	2015	4	3	28
4/29/2015	31.7	2015	4	4	29
4/30/2015	37.4	2015	4	5	30
5/1/2015	31.6	2015	5	6	1
5/2/2015	6.9	2015	5	7	2
5/3/2015	158.3	2015	5	1	3
5/4/2015	68.4	2015	5	2	4
5/5/2015	40.5	2015	5	3	5
5/6/2015	56.5	2015	5	4	6
5/7/2015	71.7	2015	5	5	7
5/8/2015	25.2	2015	5	6	8
5/9/2015	15	2015	5	7	9
5/10/2015	10.3	2015	5	1	10
5/11/2015	45.2	2015	5	2	11
5/12/2015	41.3	2015	5	3	12
5/13/2015	57.3	2015	5	4	13
5/14/2015	48.7	2015	5	5	14
5/15/2015	24.3	2015	5	6	15
5/16/2015	26.7	2015	5	7	16

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Date	ASA/Seconds	Year	Month	Day of Week	Day	
5/17/2015	111.3	2015	5	1	17	
5/18/2015	37.6	2015	5	2	18	
5/19/2015	22.4	2015	5	3	19	
5/20/2015	63.5	2015	5	4	20	
5/21/2015	63.6	2015	5	5	21	
5/22/2015	42.1	2015	5	6	22	
5/23/2015	3.6	2015	5	7	23	
5/24/2015	11.7	2015	5	1	24	
5/25/2015	13.2	2015	5	2	25	
5/26/2015	78.9	2015	5	3	26	
5/27/2015	63.2	2015	5	4	27	
5/28/2015	26.4	2015	5	5	28	
5/29/2015	39.3	2015	5	6	29	
5/30/2015	45.8	2015	5	7	30	
5/31/2015	8.7	2015	5	1	31	
6/1/2015	57	2015	6	2	1	
6/2/2015	22.3	2015	6	3	2	
6/3/2015	37.3	2015	6	4	3	
6/4/2015	55.9	2015	6	5	4	
6/5/2015	32.1	2015	6	6	5	
6/6/2015	40.2	2015	6	7	6	
6/7/2015	215.3	2015	6	1	7	
6/8/2015	45.4	2015	6	2	8	
6/9/2015	19.5	2015	6	3	9	
6/10/2015	25.2	2015	6	4	10	
6/11/2015	12.4	2015	6	5	11	
6/12/2015	13.1	2015	6	6	12	
6/13/2015	9.8	2015	6	7	13	
6/14/2015	33.7	2015	6	1	14	
6/15/2015	23.1	2015	6	2	15	
6/16/2015	12.4	2015	6	3	16	
6/17/2015	38.9	2015	6	4	17	
6/18/2015	14.8	2015	6	5	18	
6/19/2015	34.1	2015	6	6	19	
6/20/2015	167	2015	6	7	20	
6/21/2015	252.3	2015	6	1	21	
6/22/2015	66.4	2015	6	2	22	
6/23/2015	19.3	2015	6	3	23	
6/24/2015	16.1	2015	6	4	24	
6/25/2015	54.2	2015	6	5	25	
6/26/2015	9.5	2015	6	6	26	
6/27/2015	1.5	2015	6	7	27	
6/28/2015	36.2	2015	6	1	28	
6/29/2015	32.6	2015	6	2	29	
6/30/2015	31.9	2015	6	3	30	
7/1/2015	18.3	2015	7	4	1	

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Date	ASA/Seconds	Year	Month	Day of Week	Day
7/2/2015	19.1	2015	7	5	2
7/3/2015	12.3	2015	7	6	3
7/4/2015	249	2015	7	7	4
7/5/2015	35.3	2015	7	1	5
7/6/2015	20.8	2015	7	2	6
7/7/2015	11.5	2015	7	3	7
7/8/2015	30.8	2015	7	4	8
7/9/2015	45.3	2015	7	5	9
7/10/2015	22.4	2015	7	6	10
7/11/2015	6.4	2015	7	7	11
7/12/2015	7.6	2015	7	1	12
7/13/2015	58.1	2015	7	2	13
7/14/2015	29.6	2015	7	3	14
7/15/2015	35.2	2015	7	4	15
7/16/2015	37	2015	7	5	16
7/17/2015	21.1	2015	7	6	17
7/18/2015	19.9	2015	7	7	18
7/19/2015	3.2	2015	7	1	19
7/20/2015	42.4	2015	7	2	20
7/21/2015	16.4	2015	7	3	21
7/22/2015	14.2	2015	7	4	22
7/23/2015	21.7	2015	7	5	23
7/24/2015	12.5	2015	7	6	24
7/25/2015	2.2	2015	7	7	25
7/26/2015	67.6	2015	7	1	26
7/27/2015	35.9	2015	7	2	27
7/28/2015	48.4	2015	7	3	28
7/29/2015	42.1	2015	7	4	29
7/30/2015	49.2	2015	7	5	30
7/31/2015	32.1	2015	7	6	31
8/1/2015	16.1	2015	8	7	1
8/2/2015	93.7	2015	8	1	2
8/3/2015	72.2	2015	8	2	3
8/4/2015	30.5	2015	8	3	4
8/5/2015	19.7	2015	8	4	5
8/6/2015	26.9	2015	8	5	6
8/7/2015	17.2	2015	8	6	7
8/8/2015	1.7	2015	8	7	8
8/9/2015	4.7	2015	8	1	9
8/10/2015	33.2	2015	8	2	10
8/11/2015	24.8	2015	8	3	11
8/12/2015	32.5	2015	8	4	12
8/13/2015	18.1	2015	8	5	13
8/14/2015	54.8	2015	8	6	14
8/15/2015	9	2015	8	7	15
8/16/2015	5.9	2015	8	1	16

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Date	ASA/Seconds	Year	Month	Day of Week	Day
8/17/2015	52.9	2015	8	2	17
8/18/2015	40.4	2015	8	3	18
8/19/2015	16.4	2015	8	4	19
8/20/2015	28.1	2015	8	5	20
8/21/2015	21	2015	8	6	21
8/22/2015	9.7	2015	8	7	22
8/23/2015	50	2015	8	1	23
8/24/2015	50.1	2015	8	2	24
8/25/2015	29.8	2015	8	3	25
8/26/2015	16.2	2015	8	4	26
8/27/2015	35.2	2015	8	5	27
8/28/2015	48	2015	8	6	28
8/29/2015	4.2	2015	8	7	29
8/30/2015	3.8	2015	8	1	30
8/31/2015	53.6	2015	8	2	31
9/1/2015	36.5	2015	9	3	1
9/2/2015	39.3	2015	9	4	2
9/3/2015	36.8	2015	9	5	3
9/4/2015	34.7	2015	9	6	4
9/5/2015	6.1	2015	9	7	5
9/6/2015	3.5	2015	9	1	6
9/7/2015	61.8	2015	9	2	7
9/8/2015	77.8	2015	9	3	8
9/9/2015	31.3	2015	9	4	9
9/10/2015	39.8	2015	9	5	10
9/11/2015	53.8	2015	9	6	11
9/12/2015	5.8	2015	9	7	12
9/13/2015	4.9	2015	9	1	13
9/14/2015	56.8	2015	9	2	14
9/15/2015	29.8	2015	9	3	15
9/16/2015	41.7	2015	9	4	16
9/17/2015	40.1	2015	9	5	17
9/18/2015	24.2	2015	9	6	18
9/19/2015	10.5	2015	9	7	19
9/20/2015	85	2015	9	1	20
9/21/2015	37.9	2015	9	2	21
9/22/2015	30.1	2015	9	3	22
9/23/2015	50.3	2015	9	4	23
9/24/2015	32.9	2015	9	5	24
9/25/2015	26.1	2015	9	6	25
9/26/2015	20.9	2015	9	7	26
9/27/2015	6.1	2015	9	1	27
9/28/2015	27.6	2015	9	2	28
9/29/2015	13.4	2015	9	3	29
9/30/2015	31.8	2015	9	4	30
10/1/2015	17.7	2015	10	5	1

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Date	ASA/Seconds	Year	Month	Day of Week	Day
10/2/2015	22.9	2015	10	6	2
10/3/2015	50	2015	10	7	3
10/4/2015	3	2015	10	1	4
10/5/2015	24	2015	10	2	5
10/6/2015	4.4	2015	10	3	6
10/7/2015	30.6	2015	10	4	7
10/8/2015	20.6	2015	10	5	8
10/9/2015	78.4	2015	10	6	9
10/10/2015	122	2015	10	7	10
10/11/2015	22.1	2015	10	1	11
10/12/2015	6.9	2015	10	2	12
10/13/2015	46.3	2015	10	3	13
10/14/2015	43.4	2015	10	4	14
10/15/2015	56.1	2015	10	5	15
10/16/2015	17.8	2015	10	6	16
10/17/2015	26.5	2015	10	7	17
10/18/2015	8.7	2015	10	1	18
10/19/2015	104.8	2015	10	2	19
10/20/2015	49.9	2015	10	3	20
10/21/2015	91.5	2015	10	4	21
10/22/2015	29.5	2015	10	5	22
10/23/2015	125.5	2015	10	6	23
10/24/2015	132.3	2015	10	7	24
10/25/2015	6.4	2015	10	1	25
10/26/2015	134.6	2015	10	2	26
10/27/2015	88.3	2015	10	3	27
10/28/2015	158.1	2015	10	4	28
10/29/2015	93	2015	10	5	29
10/30/2015	174.2	2015	10	6	30
10/31/2015	237.6	2015	10	7	31
11/1/2015	27.3	2015	11	1	1
11/2/2015	200.3	2015	11	2	2
11/3/2015	122.6	2015	11	3	3
11/4/2015	41.2	2015	11	4	4
11/5/2015	57	2015	11	5	5
11/6/2015	70.8	2015	11	6	6
11/7/2015	272.3	2015	11	7	7
11/8/2015	192.7	2015	11	1	8
11/9/2015	76	2015	11	2	9
11/10/2015	52.9	2015	11	3	10
11/11/2015	58.1	2015	11	4	11
11/12/2015	121	2015	11	5	12
11/13/2015	92.9	2015	11	6	13
11/14/2015	304.7	2015	11	7	14
11/15/2015	69.5	2015	11	1	15
11/16/2015	60.3	2015	11	2	16

Filed with the Iowa Utilities Board on November 14, 2016, FCU-2016-0011

Date	ASA/Seconds	Year	Month	Day of Week	Day
11/17/2015	36.3	2015	11	3	17
11/18/2015	45.2	2015	11	4	18
11/19/2015	43.3	2015	11	5	19
11/20/2015	10.4	2015	11	6	20
11/21/2015	485.1	2015	11	7	21
11/22/2015	7.1	2015	11	1	22
11/23/2015	11	2015	11	2	23
11/24/2015	10.3	2015	11	3	24
11/25/2015	42.8	2015	11	4	25
11/26/2015	79.7	2015	11	5	26
11/27/2015	8	2015	11	6	27
11/28/2015	49.3	2015	11	7	28
11/29/2015	26.7	2015	11	1	29
11/30/2015	19	2015	11	2	30
12/1/2015	26.5	2015	12	3	1
12/2/2015	17.9	2015	12	4	2
12/3/2015	42.9	2015	12	5	3
12/4/2015	21.8	2015	12	6	4
12/5/2015	25.9	2015	12	7	5
12/6/2015	21.1	2015	12	1	6
12/7/2015	7.5	2015	12	2	7
12/8/2015	4.9	2015	12	3	8
12/9/2015	2.5	2015	12	4	9
12/10/2015	5.3	2015	12	5	10
12/11/2015	33.7	2015	12	6	11
12/12/2015	22.6	2015	12	7	12
12/13/2015	6.2	2015	12	1	13
12/14/2015	12.5	2015	12	2	14
12/15/2015	26.2	2015	12	3	15
12/16/2015	37.8	2015	12	4	16
12/17/2015	23.3	2015	12	5	17
12/18/2015	55.5	2015	12	6	18
12/19/2015	27	2015	12	7	19
12/20/2015	12.5	2015	12	1	20
12/21/2015	55.3	2015	12	2	21
12/22/2015	13.9	2015	12	3	22
12/23/2015	27.5	2015	12	4	23
12/24/2015	6.5	2015	12	5	24
12/25/2015	11.3	2015	12	6	25
12/26/2015	12.9	2015	12	7	26
12/27/2015	34.8	2015	12	1	27
12/28/2015	17.6	2015	12	2	28
12/29/2015	26.8	2015	12	3	29
12/30/2015	59.7	2015	12	4	30
12/31/2015	17.1	2015	12	5	31
1/1/2016	38.6	2016	1	6	1

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Date	ASA/Seconds	Year	Month	Day of Week	Day
1/2/2016	156.5	2016	1	7	2
1/3/2016	8.1	2016	1	1	3
1/4/2016	25.9	2016	1	2	4
1/5/2016	17.5	2016	1	3	5
1/6/2016	42.5	2016	1	4	6
1/7/2016	65.4	2016	1	5	7
1/8/2016	45.5	2016	1	6	8
1/9/2016	189.4	2016	1	7	9
1/10/2016	10.5	2016	1	1	10
1/11/2016	54.7	2016	1	2	11
1/12/2016	13.9	2016	1	3	12
1/13/2016	87.5	2016	1	4	13
1/14/2016	46.5	2016	1	5	14
1/15/2016	17.2	2016	1	6	15
1/16/2016	14.4	2016	1	7	16
1/17/2016	8.4	2016	1	1	17
1/18/2016	7.5	2016	1	2	18
1/19/2016	9.5	2016	1	3	19
1/20/2016	49.1	2016	1	4	20
1/21/2016	48.8	2016	1	5	21
1/22/2016	62.4	2016	1	6	22
1/23/2016	136.7	2016	1	7	23
1/24/2016	25.4	2016	1	1	24
1/25/2016	82.5	2016	1	2	25
1/26/2016	35.6	2016	1	3	26
1/27/2016	46.4	2016	1	4	27
1/28/2016	38.5	2016	1	5	28
1/29/2016	13.2	2016	1	6	29
1/30/2016	53.5	2016	1	7	30
1/31/2016	9.7	2016	1	1	31
2/1/2016	41.4	2016	2	2	1
2/2/2016	36.3	2016	2	3	2
2/3/2016	53.9	2016	2	4	3
2/4/2016	59.6	2016	2	5	4
2/5/2016	33.6	2016	2	6	5
2/6/2016	56.1	2016	2	7	6
2/7/2016	19	2016	2	1	7
2/8/2016	21.3	2016	2	2	8
2/9/2016	14	2016	2	3	9
2/10/2016	6.4	2016	2	4	10
2/11/2016	3.5	2016	2	5	11
2/12/2016	2.9	2016	2	6	12
2/13/2016	3.8	2016	2	7	13
2/14/2016	22	2016	2	1	14
2/15/2016	215.2	2016	2	2	15
2/16/2016	152.3	2016	2	3	16

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Date	ASA/Seconds	Year	Month	Day of Week	Day
2/17/2016	84.1	2016	2	4	17
2/18/2016	57.9	2016	2	5	18
2/19/2016	78.7	2016	2	6	19
2/20/2016	186.9	2016	2	7	20
2/21/2016	10.2	2016	2	1	21
2/22/2016	48.5	2016	2	2	22
2/23/2016	31.6	2016	2	3	23
2/24/2016	22.8	2016	2	4	24
2/25/2016	53	2016	2	5	25
2/26/2016	52.7	2016	2	6	26
2/27/2016	251.3	2016	2	7	27
2/28/2016	28.1	2016	2	1	28
2/29/2016	92.8	2016	2	2	29
3/1/2016	88.6	2016	3	3	1
3/2/2016	61.2	2016	3	4	2
3/3/2016	86.9	2016	3	5	3
3/4/2016	83.8	2016	3	6	4
3/5/2016	441	2016	3	7	5
3/6/2016	13.1	2016	3	1	6
3/7/2016	73.6	2016	3	2	7
3/8/2016	45	2016	3	3	8
3/9/2016	40.1	2016	3	4	9
3/10/2016	65.2	2016	3	5	10
3/11/2016	36.2	2016	3	6	11
3/12/2016	41.3	2016	3	7	12
3/13/2016	51.8	2016	3	1	13
3/14/2016	143.6	2016	3	2	14
3/15/2016	56.5	2016	3	3	15
3/16/2016	100.9	2016	3	4	16
3/17/2016	76.3	2016	3	5	17
3/18/2016	58.4	2016	3	6	18
3/19/2016	510.5	2016	3	7	19
3/20/2016	7	2016	3	1	20
3/21/2016	122.5	2016	3	2	21
3/22/2016	46.7	2016	3	3	22
3/23/2016	90.1	2016	3	4	23
3/24/2016	121.2	2016	3	5	24
3/25/2016	49.3	2016	3	6	25
3/26/2016	41.3	2016	3	7	26
3/27/2016	8	2016	3	1	27
3/28/2016	96.8	2016	3	2	28
3/29/2016	79.2	2016	3	3	29
3/30/2016	94.2	2016	3	4	30
3/31/2016	133.5	2016	3	5	31
4/1/2016	213.5	2016	4	6	1
4/2/2016	394.5	2016	4	7	2



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Date	ASA/Seconds	Year	Month	Day of Week	Day
4/3/2016	90.9	2016	4	1	3
4/4/2016	150.9	2016	4	2	4
4/5/2016	63.2	2016	4	3	5
4/6/2016	62	2016	4	4	6
4/7/2016	61.8	2016	4	5	7
4/8/2016	112.2	2016	4	6	8
4/9/2016	71	2016	4	7	9
4/10/2016	14.7	2016	4	1	10
4/11/2016	149.6	2016	4	2	11
4/12/2016	85.2	2016	4	3	12
4/13/2016	52.5	2016	4	4	13
4/14/2016	76.6	2016	4	5	14
4/15/2016	171.2	2016	4	6	15
4/16/2016	13.8	2016	4	7	16
4/17/2016	16.7	2016	4	1	17
4/18/2016	133.9	2016	4	2	18
4/19/2016	67.1	2016	4	3	19
4/20/2016	67.9	2016	4	4	20
4/21/2016	72	2016	4	5	21
4/22/2016	97.9	2016	4	6	22
4/23/2016	13.6	2016	4	7	23
4/24/2016	10.5	2016	4	1	24
4/25/2016	81	2016	4	2	25
4/26/2016	71.2	2016	4	3	26
4/27/2016	105.9	2016	4	4	27
4/28/2016	127.3	2016	4	5	28
4/29/2016	104.6	2016	4	6	29
4/30/2016	14.6	2016	4	7	30
5/1/2016	7	2016	5	1	1
5/2/2016	178.9	2016	5	2	2
5/3/2016	135.8	2016	5	3	3
5/4/2016	67.4	2016	5	4	4
5/5/2016	44.8	2016	5	5	5
5/6/2016	122.8	2016	5	6	6
5/7/2016	3.9	2016	5	7	7
5/8/2016	4.2	2016	5	1	8
5/9/2016	98	2016	5	2	9
5/10/2016	61.2	2016	5	3	10
5/11/2016	63.9	2016	5	4	11
5/12/2016	73.9	2016	5	5	12
5/13/2016	103.6	2016	5	6	13
5/14/2016	22.2	2016	5	7	14
5/15/2016	4	2016	5	1	15
5/16/2016	66.1	2016	5	2	16
5/17/2016	64.1	2016	5	3	17
5/18/2016	26.5	2016	5	4	18

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Date	ASA/Seconds	Year	Month	Day of Week	Day
5/19/2016	24.1	2016	5	5	19
5/20/2016	51.9	2016	5	6	20
5/21/2016	45.3	2016	5	7	21
5/22/2016	4.1	2016	5	1	22
5/23/2016	102.8	2016	5	2	23
5/24/2016	39.9	2016	5	3	24
5/25/2016	73.5	2016	5	4	25
5/26/2016	121.6	2016	5	5	26
5/27/2016	136.3	2016	5	6	27
5/28/2016	129.3	2016	5	7	28
5/29/2016	70.7	2016	5	1	29
5/30/2016	3.2	2016	5	2	30
5/31/2016	203.3	2016	5	3	31
6/1/2016	229.5	2016	6	4	1
6/2/2016	167.6	2016	6	5	2
6/3/2016	207.1	2016	6	6	3
6/4/2016	43.5	2016	6	7	4
6/5/2016	173.9	2016	6	1	5
6/6/2016	188.8	2016	6	2	6
6/7/2016	151.5	2016	6	3	7
6/8/2016	37	2016	6	4	8
6/9/2016	41.7	2016	6	5	9
6/10/2016	94.1	2016	6	6	10
6/11/2016	172.2	2016	6	7	11
6/12/2016	126.6	2016	6	1	12
6/13/2016	147.2	2016	6	2	13
6/14/2016	123.1	2016	6	3	14
6/15/2016	87.2	2016	6	4	15
6/16/2016	85.3	2016	6	5	16
6/17/2016	84.8	2016	6	6	17
6/18/2016	37.2	2016	6	7	18
6/19/2016	85.7	2016	6	1	19
6/20/2016	89.7	2016	6	2	20
6/21/2016	27.3	2016	6	3	21
6/22/2016	37.5	2016	6	4	22
6/23/2016	35.6	2016	6	5	23
6/24/2016	88.4	2016	6	6	24
6/25/2016	31.5	2016	6	7	25
6/26/2016	56.6	2016	6	1	26
6/27/2016	174.3	2016	6	2	27
6/28/2016	94	2016	6	3	28
6/29/2016	61.8	2016	6	4	29
6/30/2016	196	2016	6	5	30
7/1/2016	202.1	2016	7	6	1
7/2/2016	30.6	2016	7	7	2
7/3/2016	6.5	2016	7	1	3

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Date	ASA/Seconds	Year	Month	Day of Week	Day
7/4/2016	6.7	2016	7	2	4
7/5/2016	220.3	2016	7	3	5
7/6/2016	278.4	2016	7	4	6
7/7/2016	200.8	2016	7	5	7
7/8/2016	182.6	2016	7	6	8
7/9/2016	24.7	2016	7	7	9
7/10/2016	223.7	2016	7	1	10
7/11/2016	188.2	2016	7	2	11
7/12/2016	193.6	2016	7	3	12
7/13/2016	198	2016	7	4	13
7/14/2016	194.3	2016	7	5	14
7/15/2016	392.3	2016	7	6	15
7/16/2016	103.2	2016	7	7	16
7/17/2016	185.5	2016	7	1	17
7/18/2016	266.2	2016	7	2	18
7/19/2016	202.6	2016	7	3	19
7/20/2016	167.7	2016	7	4	20
7/21/2016	190.7	2016	7	5	21
7/22/2016	344.7	2016	7	6	22
7/23/2016	588.6	2016	7	7	23
7/24/2016	86.1	2016	7	1	24
7/25/2016	227.8	2016	7	2	25
7/26/2016	421.3	2016	7	3	26
7/27/2016	434.8	2016	7	4	27
7/28/2016	428.9	2016	7	5	28
7/29/2016	492.4	2016	7	6	29
7/30/2016	327.8	2016	7	7	30
7/31/2016	4.4	2016	7	1	31
8/1/2016	420.5	2016	8	2	1
8/2/2016	360.8	2016	8	3	2
8/3/2016	252.3	2016	8	4	3
8/4/2016	199.8	2016	8	5	4
8/5/2016	245.5	2016	8	6	5
8/6/2016	123.3	2016	8	7	6
8/7/2016	6.2	2016	8	1	7
8/8/2016	263.7	2016	8	2	8
8/9/2016	219.4	2016	8	3	9
8/10/2016	245.8	2016	8	4	10
8/11/2016	63.16	2016	8	5	11
8/12/2016	291.6	2016	8	6	12
8/13/2016	122.8	2016	8	7	13
8/14/2016	56.3	2016	8	1	14
8/15/2016	303	2016	8	2	15
8/16/2016	310	2016	8	3	16
8/17/2016	263.2	2016	8	4	17
8/18/2016	245.4	2016	8	5	18

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Date	ASA/Seconds	Year	Month	Day of Week	Day
8/19/2016	381.1	2016	8	6	19
8/20/2016	66.7	2016	8	7	20
8/21/2016	17.3	2016	8	1	21
8/22/2016	249	2016	8	2	22
8/23/2016	202.3	2016	8	3	23
8/24/2016	183.6	2016	8	4	24
8/25/2016	174.9	2016	8	5	25
8/26/2016	241.6	2016	8	6	26
8/27/2016	319	2016	8	7	27
8/28/2016	15.8	2016	8	1	28
8/29/2016	276.1	2016	8	2	29
8/30/2016	249.7	2016	8	3	30
8/31/2016	264.8	2016	8	4	31
9/1/2016	208.3	2016	9	5	1
9/2/2016	400.2	2016	9	6	2
9/3/2016	94.4	2016	9	7	3
9/4/2016	3.9	2016	9	1	4
9/5/2016	8.6	2016	9	2	5
9/6/2016	406.9	2016	9	3	6
9/7/2016	313.5	2016	9	4	7
9/8/2016	253.6	2016	9	5	8
9/9/2016	263.3	2016	9	6	9
9/10/2016	191.5	2016	9	7	10
9/11/2016	5	2016	9	1	11
9/12/2016	364.3	2016	9	2	12
9/13/2016	330.8	2016	9	3	13
9/14/2016	267.1	2016	9	4	14
9/15/2016	276.4	2016	9	5	15
9/16/2016	283.4	2016	9	6	16
9/17/2016	132.3	2016	9	7	17
9/18/2016	3.5	2016	9	1	18
9/19/2016	254.2	2016	9	2	19
9/20/2016	272.4	2016	9	3	20
9/21/2016	262.2	2016	9	4	21
9/22/2016	223.2	2016	9	5	22
9/23/2016	207.2	2016	9	6	23
9/24/2016	156.2	2016	9	7	24
9/25/2016	5.7	2016	9	1	25
9/26/2016	200.4	2016	9	2	26
9/27/2016	125	2016	9	3	27
9/28/2016	149.9	2016	9	4	28
9/29/2016	174.5	2016	9	5	29
9/30/2016	206.2	2016	9	6	30
10/1/2016	137.7	2016	10	7	1
10/2/2016	95.7	2016	10	1	2
10/3/2016	223.6	2016	10	2	3

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Date	ASA/Seconds	Year	Month	Day of Week	Day
10/4/2016	214.5	2016	10	3	4
10/5/2016	177.7	2016	10	4	5
10/6/2016	181.8	2016	10	5	6
10/7/2016	214.2	2016	10	6	7
10/8/2016	199	2016	10	7	8
10/9/2016	5.2	2016	10	1	9
10/10/2016	172.8	2016	10	2	10
10/11/2016	203.3	2016	10	3	11
10/12/2016	172	2016	10	4	12
10/13/2016	230.3	2016	10	5	13
10/14/2016	242.8	2016	10	6	14
10/15/2016	225.3	2016	10	7	15
10/16/2016	12.7	2016	10	1	16
10/17/2016	267.2	2016	10	2	17
10/18/2016	224.9	2016	10	3	18
10/19/2016	200.8	2016	10	4	19
10/20/2016	203	2016	10	5	20

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Date	Number
4/1/2015	3
4/3/2015	1
4/10/2015	1
4/28/2015	1
5/4/2015	1
5/6/2015	1
5/20/2015	1
5/26/2015	1
6/17/2015	1
6/27/2015	1
7/1/2015	1
7/8/2015	1
7/13/2015	1
7/14/2015	1
7/20/2015	2
7/22/2015	1
7/30/2015	1
8/5/2015	2
8/7/2015	1
8/10/2015	2
8/12/2015	1
8/15/2015	1
8/17/2015	4
8/18/2015	1
8/19/2015	1
8/20/2015	1
8/25/2015	1
8/26/2015	3
8/27/2015	2
8/28/2015	1
8/31/2015	1
9/1/2015	2
9/2/2015	1
9/10/2015	2
9/15/2015	1
9/16/2015	1
9/17/2015	2
9/21/2015	2
9/23/2015	2
9/24/2015	1
9/26/2015	1
9/28/2015	3
10/8/2015	3
10/9/2015	2
10/12/2015	1
10/28/2015	1
11/16/2015	2
11/18/2015	1
11/19/2015	1
11/20/2015	1
12/7/2015	1
12/15/2015	1
1/6/2016	1
1/8/2016	1

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Date	Number
1/12/2016	1
1/13/2016	1
1/14/2016	1
1/16/2016	1
1/19/2016	2
1/20/2016	2
1/22/2016	1
1/23/2016	1
1/27/2016	2
1/30/2016	2
2/1/2016	2
2/2/2016	1
2/15/2016	2
2/16/2016	2
2/17/2016	1
2/18/2016	1
2/19/2016	1
2/22/2016	1
2/23/2016	1
2/26/2016	2
2/29/2016	1
3/1/2016	1
3/2/2016	2
3/3/2016	1
3/4/2016	1
3/5/2016	3
3/7/2016	3
3/8/2016	1
3/9/2016	2
3/10/2016	1
3/11/2016	2
3/14/2016	3
3/15/2016	4
3/16/2016	2
3/18/2016	1
3/21/2016	2
3/22/2016	3
3/23/2016	2
3/24/2016	1
3/25/2016	1
3/28/2016	3
3/31/2016	2
4/1/2016	1
4/2/2016	2
4/4/2016	6
4/5/2016	1
4/6/2016	2
4/7/2016	1
4/8/2016	2
4/11/2016	2
4/12/2016	3
4/13/2016	2
4/14/2016	3
4/15/2016	1

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Date	Number
4/16/2016	1
4/18/2016	4
4/19/2016	3
4/22/2016	2
4/25/2016	3
4/28/2016	3
4/29/2016	2
4/30/2016	1
5/2/2016	3
5/3/2016	2
5/5/2016	2
5/7/2016	1
5/9/2016	3
5/10/2016	1
5/12/2016	1
5/13/2016	3
5/14/2016	1
5/16/2016	4
5/17/2016	1
5/18/2016	1
5/19/2016	1
5/20/2016	1
5/23/2016	2
5/24/2016	3
5/26/2016	2
5/27/2016	2
6/1/2016	1
6/3/2016	3
6/4/2016	1
6/6/2016	2
6/7/2016	3
6/10/2016	1
6/14/2016	1
6/16/2016	3
6/17/2016	5
6/18/2016	1
6/20/2016	2
6/21/2016	5
6/22/2016	2
6/24/2016	2
6/27/2016	1
6/28/2016	1
6/29/2016	1
6/30/2016	4
7/1/2016	1
7/7/2016	2
7/8/2016	1
7/9/2016	1
7/11/2016	2
7/12/2016	2
7/13/2016	2
7/14/2016	3
7/15/2016	2
7/16/2016	1



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Date	Number
7/18/2016	11
7/19/2016	3
7/20/2016	1
7/21/2016	4
7/22/2016	3
7/23/2016	2
7/25/2016	1
7/26/2016	4
7/27/2016	4
7/28/2016	1
7/29/2016	3
8/1/2016	1
8/2/2016	4
8/3/2016	1
8/4/2016	1
8/5/2016	2
8/6/2016	1
8/8/2016	1
8/9/2016	6
8/10/2016	3
8/11/2016	1
8/12/2016	3
8/13/2016	1
8/15/2016	10
8/16/2016	3
8/17/2016	4
8/18/2016	5
8/19/2016	4
8/20/2016	6
8/22/2016	6
8/23/2016	6
8/24/2016	4
8/25/2016	2
8/26/2016	1
8/27/2016	2
8/29/2016	2
8/30/2016	5
8/31/2016	4
9/1/2016	2
9/2/2016	3
9/3/2016	1
9/6/2016	8
9/7/2016	15
9/8/2016	7
9/9/2016	4
9/10/2016	2
9/12/2016	10
9/14/2016	10
9/15/2016	5
9/16/2016	8
9/17/2016	3
9/19/2016	10
9/20/2016	5
9/21/2016	5

Filed with the Iowa Utilities Board on November 14, 2016, FCU-2016-0011

Date	Number
9/22/2016	3
9/23/2016	2
9/24/2016	3
9/26/2016	8
9/27/2016	7
9/28/2016	6
9/29/2016	5
9/30/2016	3
10/1/2016	2
10/3/2016	8
10/4/2016	8
10/5/2016	14
10/6/2016	8
10/7/2016	14
10/8/2016	5
10/9/2016	5
10/10/2016	13
10/11/2016	17
10/12/2016	14
10/13/2016	17
10/14/2016	11
10/17/2016	17
10/18/2016	5
10/19/2016	17
10/20/2016	12
<b>Total</b>	<b>729</b>

☐ **Confidential/Trade Secret**

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 4**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Author: Shirley Stibb  
Author's Title: Mgr. Customer Support Tech Services  
Author's Telephone No.: (608) 458-5085  
Subject: Customer Complaints about High Electric Bills – Change  
in the Number of Estimated Bills

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**Data Request No. 4**

Over the past 18 months, on a per month basis, how many residential customer bills have been estimated?

- A. How many of these bills were estimated due to an absent meter reading?
- B. How many of these estimated bills had an actual meter reading but were issued as estimated because they were not resolved in a manual review?
- C. How many customers received:
  - i. Only one estimated bill during the 18-month period?
  - ii. Two estimated bills in a row during the 18-month period?
  - iii. Three estimated bills in a row during the 18-month period?
  - iv. More than three estimated bills in a row during the 18-month period?

**Response:**

There have been 305,021 estimated bills for gas and electric services generated between April 1, 2015 and September 30, 2016. Of those, 143,133 were generated from the old billing system (CIS), covering the time period April 1, 2015 through February 12, 2016. The remaining 161,188 were generated from the new Customer

Care and Billing application (CC&B) between February 15, 2016<sup>1</sup> and September 30, 2016. Please see the chart below for more details.

Month/Year and System	No. 4 - Total Estimated Bills	No. 4A - Total Estimated Bills with No Read	No. 4B - with Verified Read NOT Used
2015-04 (CIS)	4,769	4,769	-
2015-05 (CIS)	6,249	6,249	-
2015-06 (CIS)	3,044	3,044	-
2015-07 (CIS)	10,369	10,369	-
2015-08 (CIS)	12,587	12,587	-
2015-09 (CIS)	7,710	7,710	-
2015-10 (CIS)	8,323	8,323	-
2015-11 (CIS)	8,367	8,367	-
2015-12 (CIS)	20,463	20,463	-
2016-01 (CIS)	35,495	35,495	-
2016-02-12 (CIS)	25,757	25,757	-
2016-02-15 (CCB)	8,336	4,917	3,419
2016-03 (CCB)	11,795	4,350	7,445
2016-04 (CCB)	13,047	9,389	3,658
2016-05 (CCB)	13,876	8,004	5,872
2016-06 (CCB)	30,904	17,521	13,383
2016-07 (CCB)	34,117	19,871	14,246
2016-08 (CCB)	22,928	7,551	15,377
2016-09 (CCB)	26,885	13,159	13,726
<b>TOTALS</b>	<b>305,021</b>	<b>227,895</b>	<b>77,126</b>

C. How many customers received:

- i. Only one estimated bill during the 18-month period?  
154,044
- ii. Two estimated bills in a row during the 18-month period?  
23,280
- iii. Three estimated bills in a row during the 18-month period?  
11,275
- iv. More than three estimated bills in a row during the 18-month period?  
913 (all prior to CC&B go-live on February 15, 2016)

<sup>1</sup> \*Gap between February 12, 2016 and February 15, 2016 is due to the weekend during which CC&B went live in Iowa.

**Supplemental Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 4**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Date Supplemented: November 8, 2016  
Author: Shirley Stibb  
Author's Title: Mgr. Customer Support Tech Services  
Author's Telephone No.: (608) 458-5085  
Subject: Customer Complaints about High Electric Bills – Change  
in the Number of Estimated Bills

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**Data Request No. 4**

Over the past 18 months, on a per month basis, how many residential customer bills have been estimated?

- A. How many of these bills were estimated due to an absent meter reading?
- B. How many of these estimated bills had an actual meter reading but were issued as estimated because they were not resolved in a manual review?
- C. How many customers received:
  - i. Only one estimated bill during the 18-month period?
  - ii. Two estimated bills in a row during the 18-month period?
  - iii. Three estimated bills in a row during the 18-month period?
  - iv. More than three estimated bills in a row during the 18-month period?

**Supplemental Response:**

After further review of the underlying data, IPL supplements its October 27, 2016 response to Data Request No. 4. The response has been supplemented to include data through October 31, 2016 and provides additional clarity.

There have been 376,942 estimated bills for natural gas and electric services generated

between April 1, 2015 and October 31, 2016. Of those, 143,133 were generated from the old billing system (CIS), covering the time period April 1, 2015 through February 12, 2016. The remaining 233,809 were generated from the new Customer Care and Billing application (CC&B) between February 15, 2016<sup>1</sup> and October 31, 2016. There were 115,830 estimated bills generated in which an actual read was obtained but not used for billing. A portion of those (46,591) were estimated in error due to the IPL patch further detailed in IPL's supplemental response to data request no. 5. Please see the chart below for more details.

Month	4 Total Estimated Bills	4A Total Estimated Bills with No Read	4B Total Estimated Bills with Verified Read NOT Used	Total Estimated Bills with BOTH 4A & 4B OR NEITHER 4A NOR 4B
2015-04 (CIS)	4,769	4,769	-	-
2015-05 (CIS)	6,249	6,249	-	-
2015-06 (CIS)	3,044	3,044	-	-
2015-07 (CIS)	10,369	10,369	-	-
2015-08 (CIS)	12,587	12,587	-	-
2015-09 (CIS)	7,710	7,710	-	-
2015-10 (CIS)	8,323	8,323	-	-
2015-11 (CIS)	8,367	8,367	-	-
2015-12 (CIS)	20,463	20,463	-	-
2016-01 (CIS)	35,495	35,495	-	-
2016-02 (CIS)	25,757	25,757	-	-
2016-02 (CCB)	10,422	5,040	5,057	325
2016-03 (CCB)	17,637	4,571	11,306	1,760
2016-04 (CCB)	17,516	9,623	6,375	1,518
2016-05 (CCB)	17,406	8,119	5,559	3,728
2016-06 (CCB)	37,207	18,076	12,690	6,441
2016-07 (CCB)	44,657	19,868	20,652	4,137
2016-08 (CCB)	32,296	7,739	22,552	2,005
2016-09 (CCB)	31,761	12,362	15,747	3,652
2016-10 (CCB)	24,907	7,914	15,892	1,101
<b>TOTALS</b>	<b>376,942</b>	<b>236,445</b>	<b>115,830</b>	<b>24,667</b>

C. How many customers received:

i. Only one estimated bill during the 18-month period?

158,673

<sup>1</sup> \*Gap between February 12, 2016 and February 15, 2016 is due to the weekend during which CC&B went live in Iowa.

- ii. Two estimated bills in a row during the 18-month period?  
28,956
- iii. Three estimated bills in a row during the 18-month period?  
18,742
- iv. More than three estimated bills in a row during the 18-month period?  
913 (all prior to CC&B go-live on February 15, 2016)

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 5**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Author: Shirley Stibb  
Author's Title: Mgr. Customer Support Tech Services  
Author's Telephone No.: (608) 458-5085  
Subject: Customer Complaints about High Electric Bills – Manual Review Process

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**Data Request No. 5**

Please provide the following information for the past 18 months, on a per month basis.

- A. How many customer bills were selected for a manual review?
- B. How many bills were actually manually reviewed by staff?
- C. How many bills manually reviewed by staff were approved as accurate?
- D. How many bills selected for manual review were sent as estimated bills?
- E. For true-up bills that were issued, how many were higher than the customer's average bill?

**Response:**

The data below is from the new CC&B application. The information for the predecessor system is not available.



Month	5A	5B	5B	5C	5D	5E
	Total Bills Selected for Manual Review (To Do Created)	Total Bills Manually Reviewed (To Do Completed by A0)	Total Bills System Reviewed (To Do Completed by System AND Use on Bill Checked)	Total Bills Manually Reviewed and Marked as Accurate (To Do Completed by A0 AND Use on Bill Checked)	Total Bills Selected for Manual Review that were Estimated (see DR 4, line item 4B)	Total True Up > AVG
2015-04 (CIS)	-	-	-	-	-	-
2015-05 (CIS)	-	-	-	-	-	-
2015-06 (CIS)	-	-	-	-	-	-
2015-07 (CIS)	-	-	-	-	-	-
2015-08 (CIS)	-	-	-	-	-	-
2015-09 (CIS)	-	-	-	-	-	-
2015-10 (CIS)	-	-	-	-	-	-
2015-11 (CIS)	-	-	-	-	-	-
2015-12 (CIS)	-	-	-	-	-	-
2016-01 (CIS)	-	-	-	-	-	-
2016-02 (CIS)	-	-	-	-	-	-
2016-02 (CCB)	19,710	3,449	12,842	3,449	3,419	12
2016-03 (CCB)	36,335	5,955	22,935	5,955	7,445	3,047
2016-04 (CCB)	50,301	12,444	34,199	12,444	3,658	4,096
2016-05 (CCB)	56,706	11,512	39,322	11,512	5,872	3,001
2016-06 (CCB)	86,308	14,478	58,446	14,478	13,383	3,925
2016-07 (CCB)	78,456	11,283	52,927	11,283	14,246	12,991
2016-08 (CCB)	52,579	9,030	28,171	9,030	15,377	15,352
2016-09 (CCB)	49,075	13,458	21,891	13,458	13,726	7,123
<b>TOTALS</b>	<b>429,470</b>	<b>81,609</b>	<b>270,733</b>	<b>81,609</b>	<b>77,126</b>	<b>49,547</b>

A. How many customer bills were selected for a manual review?

429,470 bills since February 15, 2016, were selected for manual review because the meter read fell outside of the pre-determined range of acceptable reads.

B. How many bills were actually manually reviewed by staff?

81,609 bills were manually reviewed by staff and were sent out as actual bills because the manual review indicated that the meter read was accurate. In addition, 270,735 bills that were selected for manual review were sent out as actual bills, though our billing system does not indicate that the manual review was conducted. It is likely that many, and perhaps all, of these 270,735 were manually reviewed. However, the system requires an extra step for the reviewer to note that the file was manually reviewed, and that did not occur in these instances. In those situations where a reviewer entered the system to review the bill but did not mark the bill as manually reviewed, the system would automatically close the request to manually review and issue the bill as read within the subject billing period.

C. How many bills manually reviewed by staff were approved as accurate?

The billing system reflects that the 81,609 bills were manually reviewed were found to be accurate, and were sent out as actual bills. It is also likely, though IPL cannot confirm at this point, that the 270,735 bills described in response 4.B. were also manually reviewed, found to be accurate, and sent out as actual bills. IPL can confirm that these 270,735 bills were sent as read.

D. How many bills selected for manual review were sent as estimated bills?

Since February 15, 2016, a total of 77,126 bills selected for manual review were either not reviewed by the time the billing window closed and were thus sent as estimated bills, or were reviewed manually but the reviewer could not confirm that the read was accurate, and thus they were sent out as estimates.

E. For true-up bills that were issued, how many were higher than the customer's average bill?

IPL objects to this request on the grounds of vagueness. True-up amounts, once calculated, are added to the customer's next bill. As a result, almost any bill that includes a true-up amount (a "true-up bill") will be higher than the customer's average bill because it includes the both the true-up amount and the customer's usage for the most recent month.

Notwithstanding and without waiving its objection, IPL has calculated the average bill for each customer that received a true-up amount in a bill by summing all of the previously generated bills and dividing by the count of those bills to derive the average bill amount for each customer. For each customer, IPL then counted the number of bills generated the subsequent month after the estimated bill that were above the dollar amount calculated for the average bill.

	Number of True-up Bills Higher Than Average Bill
February 15-16	12
March-16	3,047
April-16	4,096
May-16	3,001
June-16	3,925
July-16	12,991
August-16	15,352
September-16	7,123

NOTE: In the event the response to this data request contains confidential information, do not simply mark the entire response or attached document(s) confidential. Please highlight, or otherwise identify, the specific information that is claimed to be confidential.

**Supplemental Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 5**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Date Supplemented: November 8, 2016  
Author: Shirley Stibb  
Author's Title: Mgr. Customer Support Tech Services  
Author's Telephone No.: (608) 458-5085  
Subject: Customer Complaints about High Electric Bills – Manual Review Process

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**Data Request No. 5**

Please provide the following information for the past 18 months, on a per month basis.

- A. How many customer bills were selected for a manual review?
- B. How many bills were actually manually reviewed by staff?
- C. How many bills manually reviewed by staff were approved as accurate?
- D. How many bills selected for manual review were sent as estimated bills?
- E. For true-up bills that were issued, how many were higher than the customer's average bill?

**Supplemental Response:**

After further review of the underlying data, IPL supplements its October 27, 2016 response to OCA Data Request No. 5. The supplement includes an expanded explanation of the process for review, as well as revised manual review counts, through October 31, 2016.

At the time that the Customer Care and Billing System ("CC&B") was configured, an analysis was conducted to determine the appropriate thresholds for the "Hi/Lo" variance "To Dos" that would result in a manual review for meter read accuracy. The analysis was conducted as part of parallel system testing during the month of September 2015. The analysis was performed to determine the range of variance outside of the Hi/Lo limits, which were set at 25% to 150% of the estimated usage value. It was found that a

percentage of the failures on the low limits were due to zero or very low usage with low estimated consumption. The “very low” usage was further defined as 0 to 10 units (in kilowatt-hours (kWh) of electricity or 100 cubic feet (ccf) of natural gas). A majority of these failures were natural gas meters with zero or low consumption during the non-heating season. It was also found that a percentage of failures on the high limits were only slightly above the high limits. The “slightly above” failures were further defined as 10 units above the limit for natural gas and 500 units above the limit for electricity. It was determined that the instances in which the usage failed due to very low usage or slightly above the high limits would generate a Hi/Lo To Do but the CC&B application would auto-close those Hi/Lo To Dos and mark the actual read as “use on bill.”

Based on an analysis completed since IPL’s initial October 27, 2016 response to this data request, IPL has learned that the auto-close process completed approximately 70% of the total Hi/Lo To Dos for meter read accuracy. The process completed these Hi/Lo To Dos without any actual manual intervention in the following scenarios:

- The total actual usage was very low (between 0 and 10 units for either electric or natural gas)
- Natural gas meters where the actual usage was slightly above the high limit (10 or less units)
- Electric meters where the actual usage was slightly above the high limit (up to a maximum of 500 units).

The process marked the Hi/Lo To Dos as complete under these scenarios so there would be a record of the Hi/Lo variance exceeding the established threshold, if needed for further investigation. 5,692 bills going out under this auto-close process appropriately utilized the actual meter read for billing. However, it was recently found that a system patch to the auto-close process released in May 2016 inadvertently caused 46,591 of the bills to close automatically without having the actual meter reads marked as “use on bill” and, thus, were subsequently estimated. Those 46,591 estimated bills generated should have utilized actual meter reads under the auto-close process. The patch issue was identified on November 2, 2016 and fixed the same day.

The data below is from the new CC&B application. The information for the predecessor system is not available.

Month	5A				
	Total Bills Selected for Review (To Do Created)	Total Bills Reviewed (To Do Completed) (Sum of 2 and 7)			
2016-02 (CCB)	5,105	5,058			
2016-03 (CCB)	11,691	11,669			
2016-04 (CCB)	6,890	6,890			
2016-05 (CCB)	6,112	6,120			
2016-06 (CCB)	14,223	14,226			
2016-07 (CCB)	21,730	21,731			
2016-08 (CCB)	23,258	23,262			
2016-09 (CCB)	16,574	16,577			
2016-10 (CCB)	16,340	16,096			
<b>TOTALS</b>	<b>121,923</b>	<b>121,629</b>			

Month	5B	5C	5D		
	2 Total Bills Manually Reviewed (To Do Completed by User) (Sum of 3 - 6)	3 Total Bills Manually Reviewed and Marked as Accurate (To Do Completed by User AND Use on Bill Checked)	4 Total Bills Manually Reviewed and Marked as Accurate (To Do Completed by CCBatch AND Use on Bill Checked)	5 Total Bills Manually Reviewed and NOT Marked as Accurate (To Do Completed by User AND Use on Bill NOT Checked)	6 Total Bills Manually Reviewed and NOT Marked as Accurate (To Do Completed by CCBatch AND Use on Bill NOT Checked)
2016-02 (CCB)	5,050	532	509	948	3,061
2016-03 (CCB)	11,598	1,569	1,915	431	7,683
2016-04 (CCB)	6,874	1,321	1,104	296	4,153
2016-05 (CCB)	5,455	456	1,048	97	3,854
2016-06 (CCB)	6,418	103	1,342	69	4,904
2016-07 (CCB)	11,741	95	3,574	79	7,993
2016-08 (CCB)	12,219	54	3,776	69	8,320
2016-09 (CCB)	7,393	55	1,332	86	5,920
2016-10 (CCB)	2,598	78	50	137	2,333
<b>TOTALS</b>	<b>69,346</b>	<b>4,263</b>	<b>14,650</b>	<b>2,212</b>	<b>48,221</b>

Month	7	8	9	5E
	Total Bills System Reviewed (To Do Completed by System) (Sum of 8 and 9)	Total Bills System Reviewed (To Do Completed by System AND Use on Bill Checked)	Total Bills System Reviewed (To Do Completed by System AND Use on Bill NOT Checked) Patch Error	Number of True Ups Higher than Average Bill
2016-02 (CCB)	8	8	-	64
2016-03 (CCB)	71	68	3	4,414
2016-04 (CCB)	16	13	3	7,790
2016-05 (CCB)	665	247	418	5,736
2016-06 (CCB)	7,808	1,340	6,468	6,175
2016-07 (CCB)	9,990	1,490	8,500	18,025
2016-08 (CCB)	11,043	1,426	9,617	22,735
2016-09 (CCB)	9,184	869	8,315	10,490
2016-10 (CCB)	13,498	231	13,267	11,145
<b>TOTALS</b>	<b>52,283</b>	<b>5,692</b>	<b>46,591</b>	<b>86,574</b>

A. How many customer bills were selected for a manual review?

69,346 bills (column 2) since February 15, 2016, were selected for manual review because the meter read fell outside of the pre-determined range of acceptable reads.

B. How many bills were actually manually reviewed by staff?

4,263 bills (column 3) were manually reviewed by staff and were sent out as actual bills because the manual review indicated that the meter read was accurate. 2,212 bills (column 5) were reviewed by staff and deemed to be invalid reads. In addition, 14,650 bills (column 4) that were selected for manual review were sent out as actual bills, though our billing system does not indicate that the manual review was conducted. It is likely that many, and perhaps all, of these 14,650 were manually reviewed. However, the system requires an extra step for the reviewer to note that the file was manually reviewed, and that did not occur in these instances. In those situations where a reviewer entered the system to review the bill but did not mark the bill as manually reviewed, the system would automatically close the request to manually review and issue the bill as read within the subject billing period.

C. How many bills manually reviewed by staff were approved as accurate?

The billing system reflects that the 4,263 bills (column 3) were manually reviewed were found to be accurate, and were sent out as actual bills. It is also likely, though IPL cannot confirm at this point, that the 14,650 bills (column 4) described in response 5.B. were also manually reviewed, found to be accurate, and sent out as actual bills. IPL can confirm that these 14,650 bills were sent as read.

D. How many bills selected for manual review were sent as estimated bills?

Since February 15, 2016, a total of 50,433 bills (columns 5 and 6) selected for manual review were either not reviewed by the time the billing window closed and were thus sent as estimated bills, or were reviewed manually but the reviewer could not confirm that the read was accurate, and thus they were sent out as estimates.

E. For true-up bills that were issued, how many were higher than the customer's average bill?

IPL objects to this request on the grounds of vagueness. True-up amounts, once calculated, are added to the customer's next bill. As a result, almost any bill that includes a true-up amount (a "true-up bill") will be higher than the customer's average bill because it includes the both the true-up amount and the customer's usage for the most recent month.

Notwithstanding and without waiving its objection, IPL has calculated the average bill for each customer that received a true-up amount in a bill by summing all of the previously generated bills and dividing by the count of those bills to derive the average bill amount for each customer. For each

customer, IPL then counted the number of bills generated the subsequent month after the estimated bill that was above the dollar amount calculated for the average bill. After further review of the data, the counts have been clarified above to count bills that have since been corrected.



**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 6**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Author: Wendi Cigrand  
Author's Title: Sr. Mgr. Customer Support  
Author's Telephone No.: (319) 786-4698  
Subject: Customer Complaints about High Electric Bills – Manual Review Process  
Reference:

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**Data Request No. 6**

Please provide reasons why some bills were flagged for review, but not actually reviewed by staff.

A. How were these bills eventually resolved?

B. Is the review procedure different from when the previous customer billing system was in place? If yes, how so?

**Response:**

The new Customer Care and Billing System ("CC&B System") automatically sends an estimated bill based on prior usage if (1) a meter is not read or (2) the meter read falls outside of the pre-determined range, which is also based on prior consumption (i.e., a "high/low" bill), and the flagged bill is not manually reviewed before the billing window closes<sup>1</sup>. The system, in other words, assumes a meter read that falls outside of the pre-determined range is an invalid meter read until it is manually reviewed.

To protect customers from any inadvertent issues following the go-live of CC&B, IPL temporarily suspended its collection efforts. Once the go-live was implemented, IPL resumed collection efforts, which led to increased call volume and an increased average time to handle each call, as Customer Service assisted customers with payment options. In an effort to address the increased inbound call volume and handling times, certain Billing employees were reallocated from reviewing bills that required a manual

<sup>1</sup> The billing window in the CC&B System is four days.

review to answering customer service calls. As a result, this employee shift increased the number of estimated bills that were automatically sent by the CC&B system to customers.

- A. In the CC&B System, once an estimated bill is sent to the customer, the manual review 'queue' is cleared and there is no longer a manual review requiring resolution by an employee. The customer's next bill following an estimated bill will go through the previously described bill accuracy logic as normal. However, the system prevents an account from having more than three consecutive months of estimated bills before being flagged for a different manual review, the maximum consecutive estimate review. If the three consecutive estimated bills are sent out, a fourth bill will not be sent until manual intervention occurs. The process is to address the billing by either using reads that IPL may have obtained, but not utilized due to falling outside of the anticipated normal range of usage, or contacting the customer if the estimations are due to lack of access to the meter.
- B. IPL's previous customer billing system did not send out an estimated bill if flagged as a high bill. The bill had to be manually reviewed before it was sent out, regardless of where it fell within the billing window.

**Supplemental Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 6**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Date Supplemented: November 8, 2016  
Author: Wendi Cigrand  
Author's Title: Sr. Mgr. Customer Support  
Author's Telephone No.: (319) 786-4698  
Subject: Customer Complaints about High Electric Bills – Manual Review Process  
Reference:

---

**Data Request No. 6**

Please provide reasons why some bills were flagged for review, but not actually reviewed by staff.

A. How were these bills eventually resolved?

B. Is the review procedure different from when the previous customer billing system was in place? If yes, how so?

**Supplemental Response:**

The new Customer Care and Billing System ("CC&B System") automatically sends an estimated bill based on prior usage if (1) a meter is not read or (2) the meter read falls outside of the pre-determined range, which is also based on prior consumption (i.e., a "high/low" bill), and the flagged bill is not manually reviewed before the billing window closes<sup>1</sup>. The system, in other words, assumes a meter read that falls outside of the pre-determined range is an invalid meter read until it is manually reviewed.

As further described in IPL's supplemental responses to OCA Data Request Nos. 4, 5, and 9, the validation of the meter read is first conducted by CC&B System on a set of percentage-based parameters. Further validation is conducted by CC&B System for reads that fall just outside of the percentage-based parameters. If the read passes both

<sup>1</sup> The billing window in the CC&B System is four days.

of these CC&B System reviews (a multi-step range), it is used and no manual review is necessary. All other meter reads are considered invalid until manually reviewed. Additionally, as also further described in IPL's amended responses to OCA Data Request Nos. 5 and 9, a coding patch installed in May of 2016 resulted in some estimated bills being issued that should have been issued based on the actual reads because they passed this multi-step range review by the CC&B System.

To protect customers from any inadvertent issues following the go-live of CC&B, IPL temporarily suspended its collection efforts. Once the go-live was implemented, IPL resumed collection efforts, which led to increased call volume and an increased average time to handle each call, as Customer Service assisted customers with payment options. In an effort to address the increased inbound call volume and handling times, certain Billing employees were reallocated from reviewing bills that required a manual review to answering customer service calls. As a result, this employee shift increased the number of estimated bills that were automatically sent by the CC&B System to customers.

- A. In the CC&B System, once an estimated bill is sent to the customer, the manual review 'queue' is cleared and there is no longer a manual review requiring resolution by an employee. The customer's next bill following an estimated bill will go through the previously described bill accuracy logic as normal. However, the system prevents an account from having more than three consecutive months of estimated bills before being flagged for a different manual review, the maximum consecutive estimate review. If the three consecutive estimated bills are sent out, a fourth bill will not be sent until manual intervention occurs. The process is to address the billing by either using reads that IPL may have obtained, but not utilized due to falling outside of the anticipated normal range of usage, or contacting the customer if the estimations are due to lack of access to the meter.
- B. IPL's previous customer billing system did not send out an estimated bill if flagged as a high bill. The bill had to be manually reviewed before it was sent out, regardless of where it fell within the billing window.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 7**

**Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Author: Wendi Cigrand  
Author's Title: Sr. Mgr. Customer Support  
Author's Telephone No.: (319) 786-4698  
Subject: Customer Complaints about High Electric Bills – Manual Review Process  
Reference:

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**Data Request No. 7**

Are customers notified when their bills have been selected for a manual review?

**Response:**

No, customers are not notified when their bills have been selected for manual review. The manual review is an internal bill accuracy review and does not require customer notification.

If the manual review results in a corrected bill for the customer that increases the account balance by more than \$50.00, the customer should be contacted regarding the adjustment.

NOTE: In the event the response to this data request contains confidential information, do not simply mark the entire response or attached document(s) confidential. Please highlight, or otherwise identify, the specific information that is claimed to be confidential.

☐ **Confidential/Trade Secret**

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 8**

Docket Number:	FCU-2016-0011
Date of Request:	October 20, 2016
Response Due:	October 27, 2016
Information Requested By:	Mark Schuling
Date Responded:	October 27, 2016
Author:	Wendi Cigrand
Author's Title:	Sr. Mgr. Customer Support
Author's Telephone No.:	(319) 786-4698
Subject:	Customer Complaints about High Electric Bills – Manual Review Process
Reference:	

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**Data Request No. 8**

Since the increased number of customer complaints regarding estimated and high electric bills, how has Interstate Power and Light Company changed its manual review process?

**Response:**

IPL has taken numerous actions to reduce the number of estimated bills; some involve its manual review process and other involve resources and technology. For example, on September 16, 2016, IPL implemented a daily dashboard to track the manual reviews generated due to meter reads showing usage higher or lower than prior usage. This dashboard provides the ability to closely monitor and ensure that manual reviews that are entered within the billing window are completed before the billing cycle closes so that actual meter reads, once they have been confirmed as accurate, are used.

IPL is also working with a consultant who is analyzing IPL's current processes to try to identify any ways to gain efficiencies and enhancing options for monitoring manual review workload.

For additional actions IPL has taken and plans to take, please see IPL's responses to OCS data requests 11 and 14.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 9**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Author: Shirley Stibb  
Author's Title: Mgr. Customer Support Tech Services  
Author's Telephone No.: (608) 458-5085  
Subject: Customer Complaints about High Electric Bills – Manual Review Process

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**Data Request No. 9**

Interstate Power and Light Company has indicated that the parameters of the new MCIS billing system were one cause of the problem experienced by customers.

- A. Please describe the parameters used and how they operate. Please include how and when they are applied.
- B. Please describe the parameters used under the **old billing system** and how they operate. Please include how and when they were applied.

**Response:**

IPL disagrees that the parameters of the system were a cause of any problems experienced by customers. The parameters were established to ensure that meter reads used to generate customer bills are accurate.

The basic functionality of the legacy CIS system and the new CC&B application are different. The specific differences are outlined below by system. With the change to the new application, IPL was able to leverage new functionality to ensure that more reviews are done to accounts for billing accuracy. One of the key changes is the ability to use more defined and customer specific usage history to determine if the current month billing is in line with historical bills. The legacy CIS system, as explained below, used units per type of customer and that was applied to all customers of that specific type. The CC&B application was designed to align customer specific information in the parameters. Although the parameters are wider with the CC&B application, more reviews are generated due to using customer specific information.

The parameters for high/low validation in the CC&B application are outlined below. Each meter read received by the CC&B application is reviewed under the parameters. If the current usage falls outside of the range described below, it is flagged for manual review.

- Usage is calculated based on the difference between the current and previous read.
- The usage is compared to a range of 25% to 150% of the calculated estimate, for both electric and gas.
- The estimate is calculated using a three-step estimation logic.
  - Average daily usage from same month prior year or, if not available,
  - Average daily usage from the prior month or, if not available,
  - Historical trends of customers in similar geographical location

The parameters for IPL's old billing system were 25% to 107% for electric and 25% to 110% for gas. However, the only time the high percentages were used were if the usage was above the max units threshold that was further defined by revenue class. If the usage was under the defined max units, the high review was done conducted. If the usage was above the defined max units, the high % was reviewed. This resulted in fewer manual reviews needing to be done, even though the thresholds were different. The bill was generated and held for manual review to determine if the usage was accurate. In all instances where the low percentage failed, the bill was generated and mailed to the customer but flagged for review to determine if further follow up was required.

NOTE: In the event the response to this data request contains confidential information, do not simply mark the entire response or attached document(s) confidential. Please highlight, or otherwise identify, the specific information that is claimed to be confidential.



**Supplemental Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 9**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Date Supplemented: November 8, 2016  
Author: Shirley Stibb  
Author's Title: Mgr. Customer Support Tech Services  
Author's Telephone No.: (608) 458-5085  
Subject: Customer Complaints about High Electric Bills – Manual Review Process

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**Data Request No. 9**

Interstate Power and Light Company has indicated that the parameters of the new MCIS billing system were one cause of the problem experienced by customers.

- A. Please describe the parameters used and how they operate. Please include how and when they are applied.
- B. Please describe the parameters used under the **old billing system** and how they operate. Please include how and when they were applied.

**Supplemental Response:**

IPL disagrees that the parameters of the system were a cause of any problems experienced by customers. The parameters were established to ensure that meter reads used to generate customer bills are accurate.

The basic functionality of the legacy CIS system and the new CC&B application are different. The specific differences are outlined below by system. With the change to the new application, IPL was able to leverage new functionality to ensure that more reviews are done to accounts for billing accuracy. One of the key changes is the ability to use more defined and customer specific usage history to determine if the current month billing is in line with historical bills. The legacy CIS system, as explained below, used units per type of customer and that was applied to all customers of that specific type. The CC&B application was designed to align customer specific information in the parameters. Although the parameters are wider with the CC&B application, more

reviews are generated due to using customer specific information.

The parameters for high/low validation in the CC&B application are outlined below. Each meter read received by the CC&B application is reviewed under the parameters. If the current usage falls outside of the range described below, it is flagged for manual review.

- Usage is calculated based on the difference between the current and previous read.
- The usage is compared to a range of 25% to 150% of the calculated estimate, for both electric and gas.
- The estimate is calculated using a three-step estimation logic.
  - Average daily usage from same month prior year or, if not available,
  - Average daily usage from the prior month or, if not available,
  - Historical trends of customers in similar geographical location
- As described in more detail in IPL's amended response to OCA Data Request No. 5, a subsequent validation is then conducted by CC&B using a certain amount of units (in kilowatt-hours (kWh) for electricity or 100 cubic feet (ccf) for natural gas) either just below the 25% calculated estimate or just above the 150% calculated estimate. Only if the read usage falls outside this subsequent validation step is a High/Low To Do created for a manual review. All other meter reads generate a High/Low To Do, but the bills are issued as read and the To Do is auto-closed by CC&B.

This is the process as designed and intended. As described more fully in IPL's supplemental response to OCA Data Request No. 5, a coding patch that was installed in May of 2016 led to the unintended consequence of issuing some of these bills as estimates rather than on the basis of the actual read and auto-closed by CC&B.

The parameters for IPL's old billing system were 25% to 107% for electric and 25% to 110% for gas. However, the only time the high percentages were used was if the usage was above the max units threshold that was further defined by revenue class. If the usage was under the defined max units, the high review was conducted. If the usage was above the defined max units, the high % was reviewed. This resulted in fewer manual reviews needing to be done, even though the thresholds were different. The bill was generated and held for manual review to determine if the usage was accurate. In all instances where the low percentage failed, the bill was generated and mailed to the customer but flagged for review to determine if further follow up was required.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 10**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Author: Wendi Cigrand  
Author's Title: Sr. Mgr. Customer Support  
Author's Telephone No.: (319) 786-4698  
Subject: Customer Complaints about High Electric Bills – Manual Review Process  
Reference:

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**Data Request No. 10**

Please provide detailed information about the process of generating estimated bills and how true-up bills are subsequently determined.

**Response:**

Bills for residential customers are estimated in the following circumstances:

- Meter was not read for reasons such as:
  - Inclement weather
  - Inaccessibility of the meter
  - Limitation on meter reader resource availability
- Meter was read, but reading was entered outside of the billing window;
- Meter was read but a manual review indicated investigation of the meter was required; or
- Meter was read, but reading was flagged for manual review; manual review was not completed prior to the close of the billing window.

Estimated bills are generated automatically based on the usage generated by the billing system estimation logic, as described in IPL's response to data request OCA 9.

If an account is flagged for manual review and the bill was estimated the prior month(s), a correction to the prior month(s) is issued based on actual meter readings that were obtained. The true-up bill or revised bill cancels the old bill and issues a new bill – any balance already paid serves as a credit to the remaining balance owed. If an actual read is obtained in the month following estimated read(s), and the read does not trigger

any flags for manual review, a bill is automatically sent to the customer. In the event the estimation(s) occurred because the meter was not read, the usage per day is prorated over the period of time between actual reads.

NOTE: In the event the response to this data request contains confidential information, do not simply mark the entire response or attached document(s) confidential. Please highlight, or otherwise identify, the specific information that is claimed to be confidential.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 11**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Author: Wendi Cigrand  
Shirley Stibb  
  
Author's Title: Sr. Mgr. Customer Support  
Mgr. Cust. Support Tech Services  
  
Author's Telephone No.: (319) 786-4698  
(608) 458-5085  
  
Subject: Customer Complaints about High Electric Bills – Manual  
Review Process  
  
Reference:

---

**Data Request No. 11**

What remedial actions has Interstate Power and Light Company taken to correct the parameters, number of estimates, and high electric bills?

**Response:**

Some residential customers received up to three months of estimated bills in a row which, for certain customers, resulted in a “true-up” bill that was higher than those customers expected. Interstate Power and Light Company (IPL) has identified and begun to implement approaches to mitigate the likelihood of this issue reoccurring. These actions encompass the areas of people, processes and technology.

IPL's first priority is to support the customers who are currently impacted. IPL requested to waive any late payments and cease disconnects for all customers through December 31, 2016 (Docket No. WRU-2016-0026-0150). The Board granted the waiver on October 20, 2016. IPL is also working with any customer who wishes to spread the “true-up” amount out over at least a 12-month period, with no adverse impact to the customer.

To further support these customers, IPL focused consultant resources (with whom IPL had an existing contract) to assist with manual review and revision of customer bills to ensure that additional estimated bills are not issued if a valid read has been obtained.

Temporary staff are also supporting completion of manual reviews.

IPL is also hiring additional customer support professionals to assist with customer service calls and manual review of customer bills. This hiring is being completed by leveraging temporary services as well as adding permanent, full-time staff.

IPL has revised and will continue to refine the manner in which manual reviews are prioritized and assigned. Higher priority will be given to the customer service queue "To Dos" that would generate estimated bills if the review was not completed. (A "To Do" is a system-generated work task.) Furthermore a "To Do" generated due to an actual read falling outside of the system's "Hi/Lo" parameter, requiring manual review, will be reviewed for read accuracy and completed prior to bill generation which reduces the number of estimated bills and the potential for true-up bills. Additionally, enhanced internal customer service reporting metrics were implemented in October to ensure that manual reviews are completed within the billing window. The metrics include, for example, the inflow "To Dos" count and completed "To Dos".

IPL has also communicated with affected customers on issues including:

- Contacting a customer if the difference between the customer's estimated bill and revised bill is more than \$50, to alert them to this bill change and to offer payment arrangements.
- Contacting customers when meter reads cannot be obtained due to conditions at the customer premise (i.e., dog, locked gates, obstruction, etc.).
- Adding an additional bill message to more clearly indicate that a customer's bill is estimated and indicating how the customer can contact IPL to discuss the estimation.
- Increased emphasis on educating customers about their energy consumption, including ways to conserve energy and energy efficiency options.

Additional detail on solutions that IPL will employ going forward can be found in IPL's response to OCA 14.

**Supplemental Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 11**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Date Supplemented: November 8, 2016  
Author: Wendi Cigrand  
Shirley Stibb  
  
Author's Title: Sr. Mgr. Customer Support  
Mgr. Cust. Support Tech Services  
  
Author's Telephone No.: (319) 786-4698  
(608) 458-5085  
  
Subject: Customer Complaints about High Electric Bills – Manual  
Review Process  
  
Reference:

---

**Data Request No. 11**

What remedial actions has Interstate Power and Light Company taken to correct the parameters, number of estimates, and high electric bills?

**Supplemental Response:**

Some residential customers received up to three months of estimated bills in a row which, for certain customers, resulted in a “true-up” bill that was higher than those customers expected. Interstate Power and Light Company (IPL) has identified and begun to implement approaches to mitigate the likelihood of this issue reoccurring. These actions encompass the areas of people, processes and technology.

IPL's first priority is to support the customers who are currently impacted. IPL requested to waive any late payments and cease disconnects for all customers through December 31, 2016 (Docket No. WRU-2016-0026-0150). The Board granted the waiver on October 20, 2016. IPL is also working with any customer who wishes to spread the “true-up” amount out over at least a 12-month period, with no adverse impact to the customer.

To further support these customers, IPL focused consultant resources (with whom IPL

had an existing contract) to assist with manual review and revision of customer bills to ensure that additional estimated bills are not issued if a valid read has been obtained. Temporary staff are also supporting completion of manual reviews.

IPL is also hiring additional customer support professionals to assist with customer service calls and manual review of customer bills. This hiring is being completed by leveraging temporary services as well as adding permanent, full-time staff.

IPL fixed a system patch that was deployed in May 2016 which inadvertently led to nearly 47,000 bills being sent automatically as estimates. IPL discovered the error with the patch on November 2, 2016 and fixed it on the same day. Remedying this system patch issue accounts for approximately 50% of all estimated bills sent between February 15 and October 31, 2016.

IPL has revised and will continue to refine the manner in which manual reviews are prioritized and assigned. Higher priority will be given to the customer service queue "To Dos" that would generate estimated bills if the review was not completed. (A "To Do" is a system-generated work task.) Furthermore a "To Do" generated due to an actual read falling outside of the system's "Hi/Lo" parameter, requiring manual review, will be reviewed for read accuracy and completed prior to bill generation which reduces the number of estimated bills and the potential for true-up bills. Additionally, enhanced internal customer service reporting metrics were implemented in October to ensure that manual reviews are completed within the billing window. The metrics include, for example, the inflow "To Dos" count and completed "To Dos".

IPL has also communicated with affected customers on issues including:

- Contacting a customer if the difference between the customer's estimated bill and revised bill is more than \$50, to alert them to this bill change and to offer payment arrangements.
- Contacting customers when meter reads cannot be obtained due to conditions at the customer premise (i.e., dog, locked gates, obstruction, etc.).
- Adding an additional bill message to more clearly indicate that a customer's bill is estimated and indicating how the customer can contact IPL to discuss the estimation.
- Increased emphasis on educating customers about their energy consumption, including ways to conserve energy and energy efficiency options.

Additional detail on solutions that IPL will employ going forward can be found in IPL's response to OCA 14.



**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 12**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Author: Wendi Cigrand  
Author's Title: Sr. Mgr. Customer Support  
Author's Telephone No.: (319) 786-4698  
Subject: Customer Complaints about High Electric Bills – Manual Review Process  
Reference:

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**Data Request No. 12**

What has Interstate Power and Light Company done to help its customers affected by the higher than usual electric bills? Please be specific about the various programs, waivers or concessions that you have offered.

**Response:**

Interstate Power and Light Company (IPL) has undertaken several actions to help its customers affected by bills that may have been higher than expected, whether due to higher usage or prior estimated bills. First, IPL had sought and was granted a tariff waiver by the Iowa Utilities Board to waive all late payment penalties and suspend all disconnections of service, including issuance of disconnection notices and disconnection activities related to non-payment of bills for service through December 31, 2016 (Docket No. WRU-2016-0026-0150). A prior tariff waiver was approved on September 26, 2016 (Docket No. WRU-2016-0024-0150) in connection to flooding in the service territory. Though unrelated to the estimated bill issue, this waiver also provided relief to our customers. To further assist its customers, IPL offers interested customers the opportunity to spread the amount due over at least 12 months, with no penalty.

Additionally, if customers have concerns about high bills, IPL discusses with them a number of options, such as budget billing, energy efficiency brochures and offerings, home energy audits, time of day rate and the appliance cycling program. Specifically, Home Energy Assessments are the best tool available to assist customers in taking control of their energy bill. IPL directs customers to this program who call with high bill questions as well as those interested in making energy efficiency improvements but are

unsure where to begin. IPL leverages the assessment program to educate customers on low and no-cost options to control their energy bills as well as make recommendations for equipment replacements to increase the energy efficiency of their homes. Customers also receive a variety of energy efficiency measures installed in their homes at no cost during the assessment.

During a promotional period, beginning mid-December and running through the end of the moratorium, IPL will also offer customers the option to upgrade to a free Wi-Fi thermostat to be installed at the time of the assessment to drive additional participation in the program. This promotional offer will be available to all customers who are eligible for an assessment including those who receive heating fuel from IPL as well as electric only customers of IPL with another utility providing the heating fuel.

Discussions with customers may also include any upgrades or changes the customer has made to their home that would affect energy consumption. It is typical to discuss appliances in the household which could be using more energy than a customer would expect and to encourage customers to view information on our Alliant Energy website as well as the Alliant Energy PowerHouse website; prior episodes of the PowerHouse television program are available for instantaneous viewing on YouTube.

Next, if the high bill is due to a prior balance or if the customer is still struggling to pay the bill, in addition to a payment agreement, the associate would suggest the customer contact a local agency to determine if the customer qualifies for Low Income Heating Energy Assistance Program (LIHEAP).

Finally, customers who will receive a higher bill due to a true up after estimation, which increased their account more than \$50.00, are contacted to discuss the revised bill they will be receiving. These discussions include the various programs and offerings to assist the customer in conserving energy, enrolling in budget billing or entering into a payment agreement.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 14**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Author: Wendi Cigrand  
Shirley Stibb  
  
Author's Title: Sr. Mgr. Customer Support  
Mgr. Cust. Support Tech Services  
  
Author's Telephone No.: (319) 786-4698  
(608) 458-5085  
  
Subject: Customer Complaints about High Electric Bills –  
Mitigation Plans  
  
Reference:

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**Data Request No. 14**

What plans does Interstate Power and Light Company have to ensure that this problem does not reoccur for its electric and gas billing system?

**Response:**

Interstate Power and Light Company (IPL) identified in its response to OCA 11 several priority actions that have been taken to support customers recently impacted by estimated bills. IPL has also identified and begun implementation of a number of strategies to greatly reduce the likelihood of this situation reoccurring. These actions encompass the areas of people, processes and technology.

Near-Term Actions:

IPL's near-term actions include a focus on deploying staff to ensure timely completion of review of high or low meter reads, creating new billing system queries to ensure that staff can prioritize billing workflow to enable valid meter reads to be billed, and improving communications with customers regarding estimated reads and promoting meter access :

- (1) IPL has **increased and will continue to deploy additional customer service staff** to complete manual reviews and issue revised customer bills. A multiple-pronged plan has been put into place which includes (1) re-prioritizing customer service work-

flow; (2) use of temporary support staff, and (3) use of consultant support. In addition, IPL is hiring new full-time employees (FTEs). IPL is utilizing and actively recruiting up to six temporary support staff to handle various tasks, allowing more experienced staff to spend more time on higher priority work. Additional FTEs have been recruited for the following customer service operational locations, and will soon begin the standard rigorous five-week training program:

- Centerville; training starts 12/11/2016 and
- Cedar Rapids; training class starts 2/6/2017.

Customer service is designating a new role within their team focused solely on distributing and prioritizing billing system "To Dos" (A "To Do" is a system-generated work task) such as manual review of estimated bills across the customer service team. This role will be filled in November 2016. While this function had been fulfilled previously by several team members, the new approach has one person serving as the single point of accountability for managing the billing work process. In the interim, workload has been re-prioritized to require completion of manual review of bills flagged for due to higher or lower than historical consumption ("Hi/Lo To Dos"), prior to billing.

- (2) IPL is creating **additional billing system queries to assist customer service representatives**. This will be completed in November 2016. Additional information will be made available on a daily basis to customer service representatives and management, including information on the number of times a customer has received an estimated bill specifically due to "Hi/Lo". This additional information will provide awareness to the reviewer to both assist in determining if remedial actions are required to avoid future estimated bills and to support prioritization of "To Dos". IPL customer service staff efforts will focus on eliminating the instance of three months of estimated bills in a row for a customer by prioritizing manual review of bills at two months of estimates.
- (3) IPL is conducting **additional customer outreach to better enable meter reader access** to premises to reduce the instances of no meter reading obtained, thereby further reducing estimated bills. Starting in November 2016, IPL will add to its CC&B system a method of creating a "To Do" to contact the customer to alert them when a meter reader reports that the meter is inaccessible (e.g., dog, bushes/weeds, locked gate, etc.), or other safety conditions exist at the customer premise. This will bring real-time awareness to customers as to potential drivers of an estimated bill and alert the customer to corrective actions that can be taken to prevent estimated bills.

#### Mid-Term Actions:

IPL's mid-term actions center on analysis of three components of the billing system and related processes, including: (1) the bill estimation logic, (2) the "Hi/Lo" manual review threshold, and (3) the meter read entry into the billing system.

- (1) By no later than February 2017, IPL will **change the billing system to activate a hold on customers' bills when "Hi/Lo" manual reviews are not able to be**

**conducted.** This occurs where meter reads are entered into the billing system on the last day of the billing window—meaning that the manual review due to a “Hi/Lo” read cannot be completed before the bill is set to be delivered. It is prudent for those bills that fall into this scenario to be held for review for an additional day to determine if the actual reading was valid and can be used, or if the estimate is necessary. It is estimated that approximately 11% of the “Hi/Lo” “To Dos” are in this category.

- (2) IPL will **inform the Board and OCA of results of upcoming reviews of the billing system’s “Hi/Lo” thresholds** which result in manual review “To Do”. The billing system has now been in place in Wisconsin for 12 months; the initial year of Wisconsin data will be reviewed to assess the validity and accuracy of the “Hi/Lo” threshold. Once the results of the analysis are complete by the end of the first quarter of 2017, IPL will share the learnings from the data analysis with the Board and OCA. Likewise, the billing system will have been in place in Iowa for 12 months in February 2017 – a similar analysis will take place in the Spring of 2017 and IPL will continue to keep the Board and OCA informed of findings from that system review.
- (3) Similarly, by Spring of 2017, IPL will **review the bill estimation logic** to ensure that the logic correctly balances the need for accuracy and the need for timely bills for the customer. This will include analysis of the logic to assess whether estimates and/or estimation logic sequencing would warrant any change. IPL will share the findings of the review with the Board and OCA.

NOTE: In the event the response to this data request contains confidential information, do not simply mark the entire response or attached document(s) confidential. Please highlight, or otherwise identify, the specific information that is claimed to be confidential.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 15**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Author: Wendi Cigrand  
Shirley Stibb  
  
Author's Title: Sr. Mgr. Customer Support  
Mgr. Cust. Support Tech Services  
  
Author's Telephone No.: (319) 786-4698  
(608) 458-5085  
  
Subject: Customer Complaints about High Electric Bills – Electric Rates  
  
Reference:

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**Data Request No. 15**

Please explain how seasonal rates were applied to estimated bills and to true-ups for customers affected by high electric bills.

**Response:**

Estimated bills, at the time they are rendered, reflect the respective seasonal rates effective for the billed usage period. Bills with a true-up month occurring in the winter rate period, and reflecting the balance of usage resulting from estimated summer rate bills, would be adjusted using the actual reads for each original billing period. If the meter was not read, the customer's bill is adjusted by prorating the daily usage between actual reads in order to determine the appropriate seasonal rate to apply for the true-up usage.

There were isolated instances where a true-up bill for summer usage was issued in a month where winter rates were in effect and, erroneously, the in-effect winter rates were applied to the summer usage 'true-up' bill. To ensure that all customers are billed at the rates applicable to the month of usage, any situations where this occurred have been identified and corrected. If a customer's account was affected, the customer has been contacted and the customer's bills were reissued to reflect the proper rates.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 16**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 20, 2016  
Response Due: October 27, 2016  
Information Requested By: Mark Schuling  
Date Responded: October 27, 2016  
Author: Shirley Stibb  
Author's Title: Mgr. Customer Support Tech Services  
Author's Telephone No.: (608) 458-5085  
Subject: Customer Complaints about High Electric Bills – Change  
in the Number of Estimated Bills

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**Data Request No. 16**

Please provide the following information for Wisconsin Power and Light (WPL):  
Over the past 18 months, on a per month basis, how many residential customer bills  
have been estimated?

- A. How many of these bills were estimated due to an absent meter reading?
- B. How many of these estimated bills had an actual meter reading but were  
issued as estimated because they were not resolved in a manual review?
- C. How many customers received:
  - (1) Only one estimated bill during the 18-month period?
  - (2) Two estimated bills in a row during the 18-month period?
  - (3) Three estimated bills in a row during the 18-month period?
  - (4) More than three estimated bills in a row during the 18-month  
period?

**Response:**

There have been 24,380 estimated bills for residential customers generated between April 1, 2015 and September 30, 2016. Of those, 2,910 were generated from the old billing system (CSS) from April 1, 2015 through October 16, 2015. The remaining 21,470 were generated from the new Customer Care and Billing application (CC&B) between October 19, 2015<sup>1</sup> and September 30, 2016. The main reason for the lower count of estimated bills in Wisconsin is due to the differences in meter read collection methods. In the Wisconsin service territory, 99.9% of the meters are Smart Meters in which the meter read and usage information is collected remotely and does not require a monthly site visit. The Automated Meter Reading (AMI) meter is remotely interrogated through a Regional Network Interface (RNI), sent to a Meter Data Management System (MDM) where is then sent through an automated validation process. At time of billing, the required usage and/or reading information is sent directly to the CC&B application for billing. The Iowa service territory relies on manual meter reading processes which require monthly site visits to each meter. This adds the potential for meters being read incorrectly and also relies on adequate staffing levels to ensure that each meter is read each month. Please see the chart below for more details.

Month/Year and System	No. 16 - Total Estimated Bills	No. 16A - Total Estimated Bills with No Read	No. 16B - with Verified Read NOT Used
2015-04 (CSS)	466	466	0
2015-05 (CSS)	361	361	0
2015-06 (CSS)	526	526	0
2015-07 (CSS)	610	610	0
2015-08 (CSS)	599	599	0
2015-09 (CSS)	343	343	0
2015-10-16 (CSS)	5	5	0
2015-10-19 (CCB)	613	415	198
2015-11 (CCB)	2,561	574	1,987
2015-12 (CCB)	817	557	260
2016-01 (CCB)	3,971	571	3,400
2016-02 (CCB)	2,409	542	1,867
2016-03 (CCB)	990	437	553
2016-04 (CCB)	746	391	355
2016-05 (CCB)	814	441	373
2016-06 (CCB)	1,342	929	413
2016-07 (CCB)	3,199	991	2,208
2016-08 (CCB)	2,219	1,031	1,188
2016-09 (CCB)	1,789	804	985
<b>TOTALS</b>	<b>24,380</b>	<b>10,593</b>	<b>13,787</b>

<sup>1</sup> Gap between October 16, 2015 and October 19, 2015 is due to the weekend during which CC&B went live in Wisconsin.



C. How many WPL customers received:

(1) Only one estimated bill during the 18-month period?

17,350

(2) Two estimated bills in a row during the 18-month period?

1,218

(3) Three estimated bills in a row during the 18-month period?

856

(4) More than three estimated bills in a row during the 18-month period?

10

NOTE: In the event the response to this data request contains confidential information, do not simply mark the entire response or attached document(s) confidential. Please highlight, or otherwise identify, the specific information that is claimed to be confidential.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 17**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 25, 2016  
Response Due: November 1, 2016  
Information Requested By: Mark Schuling  
Date Responded: November 1, 2016  
Author: Wendi Cigrand  
Author's Title: Sr. Mgr. Customer Support  
Author's Telephone No.: (319) 786-4698  
Subject: Estimated Billing and True-ups  
Reference:

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**Data Request No. 17**

In how many ways did IPL determine the true-up amount for customer bills? Please provide examples.

**Response:**

IPL determines a true-up amount for customer bills in two ways.

1. If an account is flagged for manual review and the bill was estimated for the prior month(s), a correction to the prior month(s) is issued based on actual meter readings that were obtained. The true-up bill or revised bill cancels the old bill and issues a new bill – any balance already paid serves as a credit to the remaining balance owed.
2. In the event the estimation(s) occurred because the meter was not read, the usage per day is prorated over the period of time between actual reads.

Please reference Iowa Utilities Board File No. C-2016-0283 as an example of the first type of true-up.

Please reference Iowa Utilities Board File No. C-2016-0148 as an example of the second type of true-up.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 18**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 25, 2016  
Response Due: November 1, 2016  
Information Requested By: Mark Schuling  
Date Responded: November 1, 2016  
Author: Wendi Cigrand  
Author's Title: Sr. Mgr. Customer Support  
Author's Telephone No.: (319) 786-4698  
Subject: Budget Billing-Eligibility Requirements  
Reference:

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**Data Request No. 18**

What are the eligibility requirements for customers to qualify for budget billing for both electric and gas billing?

- A. Please list the factors that disqualify a customer from being eligible for budget billing.

**Response:**

The eligibility requirement for budget billing, also referred to as a level payment plan, for an electric customer is in Section 7 of the Interstate Power and Light Company electric tariff:

**"7.15 LEVEL PAYMENT PLAN:** If Customer desires to make budget or level payment type payments on a monthly basis, Company will allow for such arrangements. Company will offer this at the time initial service is requested. Any payments so received shall be accepted by Company and credited to Customer's account. Customer may request termination of the plan at anytime. The Company is not required to offer a new level payment plan to a customer for six months after the customer has terminated from a level payment plan. [199--20.4(12)]"

The electric tariff has additional relevant language on disqualification:

**"7.15A** The Level Payment Plan is available to any Electric Residential, Rural or Small Non-Residential General Service Customers whose consumption is less than 3,000 kWh per month."

**“7.15(A)(3) . . . .** The Customer shall be entitled to receive electric service during such period, by paying said installments if the Customer shall agree:

**7.15A(3)a** To pay each monthly installment on or before the due date of the bill for such month.”

The cited tariff language above results in three independent bases for disqualifying a customer from being eligible for electric budget billing:

- Monthly consumption equal to or greater than 3,000 kWh per month;
- The customer has been removed from a level payment plan in the last six months; or
- Payments are not received on or before the due date

The eligibility requirement for budget billing for a gas customer is in Section 7 of the Interstate Power and Light Company gas tariff:

**“7.13A** The Level Payment Plan is available to any residential or other Customer whose consumption is less than 250 therms per month.”

The gas tariff has additional relevant language on disqualification:

**“7.13A(2) . . . .**The Customer shall be entitled to receive gas service during such period, by paying said installments if the Customer shall agree:

**7.13A(2)a** To pay each monthly installment on or before the due date of the bill for such month.”

The cited tariff language above results in two independent bases for disqualifying a customer from being eligible for gas budget billing:

- Gas consumption equal to or greater than 250 therms per month; or
- Payments are not made on or before the due date

To ensure customers understand the budget eligibility requirements, a monthly bill message prints on budget bills with the following verbiage:

“Your account is enrolled in Budget Billing. Please pay the full budget amount each month to maintain program eligibility. For more information, visit [alliantenergy.com/budgetbilling](http://alliantenergy.com/budgetbilling).”

A budget bill with a past due amount has a special bill message to alert the customer to the situation. The verbiage of that message is:

“In order to continue as a participant in the Budget Billing Plan, it is necessary for you to pay the full amount of your budget installment each month. If you have questions, please contact 1-800-255-4268.”

If payment is not received by the time the second monthly bill is rendered, the budget billing plan is removed and a bill message with the following verbiage is included on the bill:

“Your account has been removed from the Budget Plan. This bill includes your account balance plus your current month’s bill.”

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 19**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
 Date of Request: October 25, 2016  
 Response Due: November 1, 2016  
 Information Requested By: Mark Schuling  
 Date Responded: November 1, 2016  
 Author: Shirley Stibb  
 Author's Title: Mgr. Customer Support Tech Services  
 Author's Telephone No.: (608) 458-5085  
 Subject: Budget Billing-Bill Amounts  
 Reference:

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**Data Request No. 19**

If a customer selects the budget billing option for electric billing, how does IPL determine the amounts to be paid each month?

**Response:**

IPL offers the budget billing option for customers that meet the guidelines outlined in IPL's response to OCA data request 18. The calculations for electric and gas are identical. When 12 months of data is available for the customer at the service address, the CC&B system calculates the budget amount using the customer's actual bill payoff amounts, payoff balances and current balances. The customer's actual bill payoff amount is total billed amounts over the prior 12 months minus any payments. The payoff balance is defined as the actual bill amount for each service type (electric, gas, lighting) over the prior 12 months minus any payments. The current balance is defined as the current amount due for each service type (electric, gas, lighting). The term (used below in the calculation) refers to the billing of each type of service that is being provided to the customer (electric, gas, lighting, etc.). The calculation follows:

$$\frac{(\text{actual bill payoff amount} + \text{payoff balances} - \text{current balance})}{(\text{days in billing history})} \times 365 = \text{annual amount}$$

$$\frac{\text{annual amount}}{12 \text{ months}} = \text{monthly amount}$$

The actual bill payoff amount over the prior 12 months is added to the individual payoff balances and the current balance is then subtracted. The average daily amount of billing is then derived by dividing the total by the number of days in the billing history (prior 12 months day count), multiplying by 365 for an upcoming year and then dividing by 12 to determine the monthly amount.

Once an account is enrolled in budget billing, it is reviewed for proper budget billing amounts at 6- and 12-month increments. The budget billing amount recalculation only changes at the 6-month review if the recalculated budget amount is +/- 10% of the current budget amount. The budget amount is reviewed and revised annually.

**Response of**  
**Interstate Power and Light Company**  
**to**  
**OFFICE OF CONSUMER ADVOCATE**  
**Data Request No. 20**

**Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
 Date of Request: October 25, 2016  
 Response Due: November 1, 2016  
 Information Requested By: Mark Schuling  
 Date Responded: November 1, 2016  
 Author: Shirley Stibb  
 Author's Title: Mgr. Customer Support Tech Services  
 Author's Telephone No.: (608) 458-5085  
 Subject: Customer Complaints about Increased Budget Billing Amounts  
 Reference:

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**Data Request No. 20**

If a customer selects the budget billing option for gas billing, how does IPL determine the amounts to be paid each month?

**Response:**

IPL offers the budget billing option for customers that meet the guidelines outlined in IPL's response to OCA data request 18. The calculations for electric and gas are identical. When 12 months of data is available for the customer at the service address, the CC&B system calculates the budget amount using the customer's actual bill payoff amounts, payoff balances and current balances. The customer's actual bill payoff amount is total billed amounts over the prior 12 months minus any payments. The payoff balance is defined as the actual bill amount for each service type (electric, gas, lighting) over the prior 12 months minus any payments. The current balance is defined as the current amount due for each service type (electric, gas, lighting). The term (used below in the calculation) refers to the billing of each type of service that is being provided to the customer (electric, gas, lighting, etc.). The calculation follows:

$$\frac{(\text{actual bill payoff amount} + \text{payoff balances} - \text{current balance})}{(\text{days in billing history})} \times 365 = \text{annual amount}$$

$$\frac{\text{annual amount}}{12 \text{ months}} = \text{monthly amount}$$

The actual bill payoff amount over the prior 12 months is added to the individual payoff balances and the current balance is then subtracted. The average daily amount of billing is then derived by dividing the total by the number of days in the billing history (prior 12 months day count), multiplying by 365 for an upcoming year and then dividing by 12 to determine the monthly amount.

Once an account is enrolled in budget billing, it is reviewed for proper budget billing amounts at 6- and 12-month increments. The budget billing amount recalculation only changes at the 6-month review if the recalculated budget amount is +/- 10% of the current budget amount. The budget amount is reviewed and revised annually.



**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 21**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 25, 2016  
Response Due: November 1, 2016  
Information Requested By: Mark Schuling  
Date Responded: November 1, 2016  
Author: Wendi Cigrand  
Author's Title: Sr. Mgr. Customer Support  
Author's Telephone No.: (319) 786-4698  
Subject: Budget Billing-Customer Complaints  
Reference:

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**Data Request No. 21**

Some customers have complained that their budget billing amounts have significantly increased within a short period of time.

- A. What are the factors that cause an increase in budget billing amounts?
- B. Over the past 18 months, on a per month basis, how many customer complaints has IPL received about increased budget billing amounts?

**Response:**

- A. The budget bill amount is calculated based on 12 months of usage history at a premise. The full calculation and revision methodology is provided in IPL's responses to OCA data requests 19 and 20. A customer's budget would increase if the usage is significantly higher than the 12-month historical period from which the budget amount was previously calculated. Another factor that could cause an increase in the budget bill amount is seasonal usage differences from one 6-month review period to another. An example of that would be if a customer has significantly more usage in one 6-month period than in the next, this could cause the budget amount to fluctuate every 6 months.

Factors beyond customer usage, such as changes in rates or riders, could also result in an increase in any component of the bill calculation.

- B. The data below includes a listing of customer complaints about increased budget billing amounts, per month, over the past 18 months, starting from April 1, 2015,

and includes complaints for both electric and gas.<sup>1</sup>

Apr '15	1
May '15	2
Jun '15	0
Jul '15	2
Aug '15	0
Sep '15	1
Oct '15	0
Nov '15	0
Dec '15	0
Jan '16	0
Feb '16	4
Mar '16	6
Apr '16	9
May '16	9
Jun '16	5
Jul '16	6
Aug '16	19
Sep '16	6
Oct '16	10

NOTE: In the event the response to this data request contains confidential information, do not simply mark the entire response or attached document(s) confidential. Please highlight, or otherwise identify, the specific information that is claimed to be confidential.

<sup>1</sup> This data does not include complaints related to payment arrangements, which are different from budget billing (level payment) plans.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 22**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 25, 2016  
Response Due: November 1, 2016  
Information Requested By: Mark Schuling  
Date Responded: November 1, 2016  
Author: Shirley Stibb  
Author's Title: Mgr. Customer Support Tech Services  
Author's Telephone No.: (608) 458-5085  
Subject: True-Up Billing

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**Data Request No. 22**

Is the budget billing process under MCIS different from the budget billing process under the old billing system?

- A. If yes, what have been the specific changes from the old billing system to the new MCIS system?

**Response:**

The method of calculating the budget billing amount is different between the old CIS system and the new CC&B application. Both applications use historical 12 months of data to calculate the budget billing amount. However, the CIS application used additional factors in the calculation. The CIS calculation was applied on a month-by-month basis using actual units to calculate a monthly 'projected bill amount' which was then summed and divided by 12 for the next year's budget amount. The CC&B application uses the historical 12 months of billed amounts (as outlined in IPL's response to OCA data request Nos. 19 and 20) to calculate the budget billing amount. The CC&B methodology is more customer-specific by using actual billed amounts. It also reviews all customers at their specific 6-month and 12-month increment whereas the CIS application would not conduct a review if the customer's rate changed within the prior 12 months or the customer received three estimated bills over the prior 12 months. Also, the additional factors referenced above and used by CIS were forecasted, and thus were potentially over- or under-stated, causing more frequent changes to occur.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 24**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 25, 2016  
Response Due: November 1, 2016  
Information Requested By: Mark Schuling  
Date Responded: November 1, 2016  
Author: Wendi Cigrand  
Author's Title: Sr. Mgr. Customer Support  
Author's Telephone No.: (319) 786-4698  
Subject: Budget Billing  
Reference:

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**Data Request No. 24**

- A. How many customers were removed from budget billing as a result of the recent estimated billing issue?
- B. Please provide reasons why these customers were removed from budget billing.
- C. What plans has IPL offered to customers that have been removed from budget billing?

**Response:**

- A. No IPL customers were removed from budget billing due to an estimated bill. Customers are removed from budget billing for two primary reasons, which are removal at their request or becoming ineligible based on tariff requirements outlined in IPL's response to OCA data request 18.
- B. See Response to Part A.
- C. As no IPL customers were removed from budget billing due to an estimated bill, IPL interprets this request to seek a general understanding of what happens when a customer is removed from budget billing.

When a customer is removed from budget billing, the payoff balance becomes due. This amount may be more than the monthly budget bill amount and may be a result of more than one month of accumulated bills. Eligible customers are offered payment arrangements.

If the customer has defaulted on two payment agreements, the name and address of their local Hawkeye Area Community Action Program (HACAP) agency is provided. The agency can determine if the customer qualifies for Low Income Home Energy Assistance (LIHEAP).

NOTE: In the event the response to this data request contains confidential information, do not simply mark the entire response or attached document(s) confidential. Please highlight, or otherwise identify, the specific information that is claimed to be confidential.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 25**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 25, 2016  
Response Due: November 1, 2016  
Information Requested By: Mark Schuling  
Date Responded: November 1, 2016  
Author: Wendi Cigrand  
Author's Title: Sr. Mgr. Customer Support  
Author's Telephone No.: (319) 786-4698  
Subject: Budget Billing-Cancelled or Recomputed Budget Billing Amounts  
Reference:

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**Data Request No. 25**

How many customers under the budget billing option were affected by the estimated and true-up billing issue?

- A. How many of these affected customers had their budget billing arrangement cancelled? Please provide reasons for the cancellations.
- B. How many of these affected customers had their budget billing amounts recomputed? How were the new computations calculated?
- C. What alternative plans has IPL offered to budget billing customers that have their budget billing modified or recomputed?

**Response:**

There were 36,440 customers on budget billing that received at least one estimated bill.

- A. No IPL customers were removed from budget billing due to an estimated bill or a true-up bill. Customers are removed from budget billing for two primary reasons, which include removal at their request or becoming ineligible based on tariff requirements outlined in the IPL response to OCA data request 18.
- B. Of the 36,440 customers, 29,892 went through either the 6- or 12-month review process. There were 13,393 accounts that recalculated based on the standard 12-month review and 5,806 that were reviewed at the 6-month period, where the recalculation warranted a change as it was +/- 10% of the current budget amount. The remaining 10,693 were reviewed at both the 6- and 12-month

increments. The recalculation formula is outlined in OCA data requests 19 and 20.

Month	25 Total Budget Billing Customers Affected	25B Total Budget Billing Customers Affected and Recalculated	6 Month Review Only	12 Month Review Only	6 and 12 Month Review	Total Budget Billing Customers Affected and NOT Recalculated
2016-02 thru 2015-09 (CCB)	36,440	29,892	5,806	13,393	10,693	6,548
<b>TOTALS</b>	<b>36,440</b>	<b>29,892</b>	<b>5,806</b>	<b>13,393</b>	<b>10,693</b>	<b>6,548</b>

- C. Customers with a budget bill amount that they are unable to pay are offered a payment agreement of at least 12 months in length. If the payment agreement is still more than the customer can pay, the customer is referred to their local Hawkeye Area Community Action Program (HACAP) agency for further counseling and assistance with their utility bill. This conversation would likely include many of the talking points in IPL's response to OCA data request 12.

NOTE: In the event the response to this data request contains confidential information, do not simply mark the entire response or attached document(s) confidential. Please highlight, or otherwise identify, the specific information that is claimed to be confidential.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 26**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
 Date of Request: October 25, 2016  
 Response Due: November 1, 2016  
 Information Requested By: Mark Schuling  
 Date Responded: November 1, 2016  
 Author: Shirley Stibb  
 Author's Title: Mgr. Customer Support Tech Services  
 Author's Telephone No.: (608) 458-5085  
 Subject: True-Up Billing

**Data Request No. 26**

How many true-up billing amounts were greater than:

- A. \$500
- B. \$800
- C. \$1,000
- D. \$1,500
- E. \$2,000

**Response:**

Since February 15, 2016, all trued-bill bill amounts, for any kind of estimate and any length of true-up, are shown below. The average amount of a true-up bill since February 15, 2016, for any kind of estimate and any length of true-up, is \$108.

<b>Total Amount of Trued-up Bill (including monthly usage)</b>	<b>Count of Bills</b>	<b>Average Monthly Bill Amount (without true-up)</b>
\$500 - \$799	1162	\$277.37
\$800 - \$999	103	\$437.14
\$1000 - \$1499	69	\$558.84
\$1500 - \$1999	24	\$984.17
\$2000+	56	\$1,922.98



**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 27**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 25, 2016  
Response Due: November 1, 2016  
Information Requested By: Mark Schuling  
Date Responded: November 1, 2016  
Author: Wendi Cigrand  
Shirley Stibb  
  
Author's Title: Sr. Mgr. Customer Support  
Mgr. Cust. Support Tech Services  
  
Author's Telephone No.: (319) 786-4698  
(608) 458-5085  
  
Subject: Reasons for Estimated Bills  
Reference:

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**Data Request No. 27**

Please provide reasons for the higher than usual number of estimated bills being sent out to customers.

**Response:**

Please reference IPL's response to OCA Data Request Nos. 6, 9 and 10.

NOTE: In the event the response to this data request contains confidential information, do not simply mark the entire response or attached document(s) confidential. Please highlight, or otherwise identify, the specific information that is claimed to be confidential.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 28**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 25, 2016  
Response Due: November 1, 2016  
Information Requested By: Mark Schuling  
Date Responded: November 1, 2016  
Author: Wendi Cigrand  
Shirley Stibb  
  
Author's Title: Sr. Mgr. Customer Support  
Mgr. Cust. Support Tech Services  
  
Author's Telephone No.: (319) 786-4698  
(608) 458-5085  
  
Subject: Reasons for Estimated Bills  
Reference:

---

**Data Request No. 28**

How many estimated bills were issued because of:

- A. The absence of a meter reading?
- B. A longer than expected manual review process?

**Response:**

How many estimated bills were issued because of:

- A. As set forth in IPL's response to OCA data request No. 4 (A), there have been 227,895 estimated bills for gas and electric services generated between April 1, 2015, and September 30, 2016, due to no meter reading obtained.
- B. As set forth in IPL's response to OCA data request No. 4 (B), there have been 77,126 estimated bills for gas and electric services generated between February 15, 2016, and September 30, 2016 due to the manual review not being completed within the billing window. Some of these are due to the meter read being entered on the last day of the billing window, which prevented a manual review from being completed.

Please see IPL's response to OCA Data Request No. 4 for further details.

**Supplemental Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 28**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: October 25, 2016  
Response Due: November 1, 2016  
Information Requested By: Mark Schuling  
Date Responded: November 1, 2016  
Date Supplemented: November 8, 2016  
Author: Wendi Cigrand  
Shirley Stibb  
  
Author's Title: Sr. Mgr. Customer Support  
Mgr. Cust. Support Tech Services  
  
Author's Telephone No.: (319) 786-4698  
(608) 458-5085  
  
Subject: Reasons for Estimated Bills

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**Data Request No. 28**

How many estimated bills were issued because of:

- A. The absence of a meter reading?
- B. A longer than expected manual review process?

**Supplemental Response:**

- A. As set forth in IPL's supplemental response to OCA data request No. 4 (A), there have been 236,445 estimated bills for gas and electric services generated between April 1, 2015, and October 31, 2016, due to no meter reading obtained.
- B. As set forth in IPL's supplemental response to OCA data request No. 5 (D), there have been 48,221 estimated bills for gas and electric services generated between February 15, 2016, and October 31, 2016 due to the manual review not being completed within the billing window. Some of these are due to the meter read being entered on the last day of the billing window, which prevented a manual review from being completed.

Please see IPL's response to OCA data request Nos. 4 and 5 for additional information.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 29**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: November 3, 2016  
Response Due: November 10, 2016  
Information Requested By: Mark Schuling  
Date Responded: November 10, 2016  
Author: Wendi Cigrand  
Author's Title: Sr. Mgr. Customer Support  
Author's Telephone No.: (319) 786-4698  
Subject: IPL's Response to OCA's Data Request No. 3

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**Data Request No. 29**

Over the past 18 months, on a daily basis, what is the longest wait time for customers to speak to a live customer service agent?

**Response:**

Please see Attachment A in response to this data request, which is an Excel spreadsheet that lists the longest wait time for customers to speak to a live customer service agent over the past 18 months, on a daily basis.

Customers are given the choice of receiving a callback in the same amount of time as if they were on hold, or to schedule a callback at a more convenient time for them.

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Date	Time in Seconds	Month	Year	Day of Week
5/1/2015	1280	May	2015	Friday
5/2/2015	368	May	2015	Saturday
5/3/2015	1965	May	2015	Sunday
5/4/2015	1189	May	2015	Monday
5/5/2015	841	May	2015	Tuesday
5/6/2015	1055	May	2015	Wednesday
5/7/2015	2252	May	2015	Thursday
5/8/2015	632	May	2015	Friday
5/9/2015	445	May	2015	Saturday
5/10/2015	406	May	2015	Sunday
5/11/2015	971	May	2015	Monday
5/12/2015	1157	May	2015	Tuesday
5/13/2015	3585	May	2015	Wednesday
5/14/2015	965	May	2015	Thursday
5/15/2015	723	May	2015	Friday
5/16/2015	633	May	2015	Saturday
5/17/2015	2249	May	2015	Sunday
5/18/2015	2004	May	2015	Monday
5/19/2015	560	May	2015	Tuesday
5/20/2015	1210	May	2015	Wednesday
5/21/2015	1998	May	2015	Thursday
5/22/2015	3281	May	2015	Friday
5/23/2015	262	May	2015	Saturday
5/24/2015	211	May	2015	Sunday
5/25/2015	256	May	2015	Monday
5/26/2015	3264	May	2015	Tuesday
5/27/2015	2766	May	2015	Wednesday
5/28/2015	603	May	2015	Thursday
5/29/2015	1088	May	2015	Friday
5/30/2015	1052	May	2015	Saturday
5/31/2015	109	May	2015	Sunday
6/1/2015	1284	June	2015	Monday
6/2/2015	566	June	2015	Tuesday
6/3/2015	2297	June	2015	Wednesday
6/4/2015	1846	June	2015	Thursday
6/5/2015	1500	June	2015	Friday
6/6/2015	1303	June	2015	Saturday
6/7/2015	2928	June	2015	Sunday
6/8/2015	850	June	2015	Monday
6/9/2015	534	June	2015	Tuesday
6/10/2015	1213	June	2015	Wednesday
6/11/2015	692	June	2015	Thursday
6/12/2015	647	June	2015	Friday
6/13/2015	416	June	2015	Saturday
6/14/2015	734	June	2015	Sunday

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6/15/2015	432	June	2015	Monday
6/16/2015	616	June	2015	Tuesday
6/17/2015	1516	June	2015	Wednesday
6/18/2015	1242	June	2015	Thursday
6/19/2015	709	June	2015	Friday
6/20/2015	2920	June	2015	Saturday
6/21/2015	2184	June	2015	Sunday
6/22/2015	3518	June	2015	Monday
6/23/2015	998	June	2015	Tuesday
6/24/2015	1295	June	2015	Wednesday
6/25/2015	2493	June	2015	Thursday
6/26/2015	400	June	2015	Friday
6/27/2015	57	June	2015	Saturday
6/28/2015	844	June	2015	Sunday
6/29/2015	1044	June	2015	Monday
6/30/2015	1245	June	2015	Tuesday
7/1/2015	480	July	2015	Wednesday
7/2/2015	436	July	2015	Thursday
7/3/2015	780	July	2015	Friday
7/4/2015	1461	July	2015	Saturday
7/5/2015	843	July	2015	Sunday
7/6/2015	861	July	2015	Monday
7/7/2015	427	July	2015	Tuesday
7/8/2015	969	July	2015	Wednesday
7/9/2015	727	July	2015	Thursday
7/10/2015	447	July	2015	Friday
7/11/2015	279	July	2015	Saturday
7/12/2015	214	July	2015	Sunday
7/13/2015	2112	July	2015	Monday
7/14/2015	480	July	2015	Tuesday
7/15/2015	627	July	2015	Wednesday
7/16/2015	979	July	2015	Thursday
7/17/2015	493	July	2015	Friday
7/18/2015	842	July	2015	Saturday
7/19/2015	16	July	2015	Sunday
7/20/2015	1181	July	2015	Monday
7/21/2015	698	July	2015	Tuesday
7/22/2015	450	July	2015	Wednesday
7/23/2015	726	July	2015	Thursday
7/24/2015	513	July	2015	Friday
7/25/2015	95	July	2015	Saturday
7/26/2015	2653	July	2015	Sunday
7/27/2015	832	July	2015	Monday
7/28/2015	1613	July	2015	Tuesday
7/29/2015	548	July	2015	Wednesday
7/30/2015	1003	July	2015	Thursday
7/31/2015	615	July	2015	Friday

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8/1/2015	417	August	2015	Saturday
8/2/2015	1647	August	2015	Sunday
8/3/2015	995	August	2015	Monday
8/4/2015	732	August	2015	Tuesday
8/5/2015	435	August	2015	Wednesday
8/6/2015	471	August	2015	Thursday
8/7/2015	546	August	2015	Friday
8/8/2015	142	August	2015	Saturday
8/9/2015	141	August	2015	Sunday
8/10/2015	1044	August	2015	Monday
8/11/2015	579	August	2015	Tuesday
8/12/2015	457	August	2015	Wednesday
8/13/2015	440	August	2015	Thursday
8/14/2015	587	August	2015	Friday
8/15/2015	396	August	2015	Saturday
8/16/2015	135	August	2015	Sunday
8/17/2015	851	August	2015	Monday
8/18/2015	1092	August	2015	Tuesday
8/19/2015	401	August	2015	Wednesday
8/20/2015	899	August	2015	Thursday
8/21/2015	488	August	2015	Friday
8/22/2015	612	August	2015	Saturday
8/23/2015	1086	August	2015	Sunday
8/24/2015	1145	August	2015	Monday
8/25/2015	529	August	2015	Tuesday
8/26/2015	435	August	2015	Wednesday
8/27/2015	628	August	2015	Thursday
8/28/2015	509	August	2015	Friday
8/29/2015	496	August	2015	Saturday
8/30/2015	82	August	2015	Sunday
8/31/2015	2901	August	2015	Monday
9/1/2015	503	September	2015	Tuesday
9/2/2015	525	September	2015	Wednesday
9/3/2015	513	September	2015	Thursday
9/4/2015	705	September	2015	Friday
9/5/2015	284	September	2015	Saturday
9/6/2015	59	September	2015	Sunday
9/7/2015	988	September	2015	Monday
9/8/2015	1370	September	2015	Tuesday
9/9/2015	561	September	2015	Wednesday
9/10/2015	1220	September	2015	Thursday
9/11/2015	717	September	2015	Friday
9/12/2015	556	September	2015	Saturday
9/13/2015	77	September	2015	Sunday
9/14/2015	621	September	2015	Monday
9/15/2015	582	September	2015	Tuesday
9/16/2015	923	September	2015	Wednesday

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9/17/2015	1127	September	2015	Thursday
9/18/2015	997	September	2015	Friday
9/19/2015	1267	September	2015	Saturday
9/20/2015	1087	September	2015	Sunday
9/21/2015	1260	September	2015	Monday
9/22/2015	788	September	2015	Tuesday
9/23/2015	1113	September	2015	Wednesday
9/24/2015	605	September	2015	Thursday
9/25/2015	421	September	2015	Friday
9/26/2015	1160	September	2015	Saturday
9/27/2015	154	September	2015	Sunday
9/28/2015	798	September	2015	Monday
9/29/2015	6886	September	2015	Tuesday
9/30/2015	813	September	2015	Wednesday
10/1/2015	390	October	2015	Thursday
10/2/2015	418	October	2015	Friday
10/3/2015	754	October	2015	Saturday
10/4/2015	0	October	2015	Sunday
10/5/2015	487	October	2015	Monday
10/6/2015	396	October	2015	Tuesday
10/7/2015	805	October	2015	Wednesday
10/8/2015	532	October	2015	Thursday
10/9/2015	1739	October	2015	Friday
10/10/2015	3082	October	2015	Saturday
10/11/2015	331	October	2015	Sunday
10/12/2015	321	October	2015	Monday
10/13/2015	1318	October	2015	Tuesday
10/14/2015	2227	October	2015	Wednesday
10/15/2015	3220	October	2015	Thursday
10/16/2015	1005	October	2015	Friday
10/17/2015	1157	October	2015	Saturday
10/18/2015	165	October	2015	Sunday
10/19/2015	2112	October	2015	Monday
10/20/2015	1083	October	2015	Tuesday
10/21/2015	1299	October	2015	Wednesday
10/22/2015	501	October	2015	Thursday
10/23/2015	1677	October	2015	Friday
10/24/2015	989	October	2015	Saturday
10/25/2015	154	October	2015	Sunday
10/26/2015	1475	October	2015	Monday
10/27/2015	1096	October	2015	Tuesday
10/28/2015	3065	October	2015	Wednesday
10/29/2015	1476	October	2015	Thursday
10/30/2015	1927	October	2015	Friday
10/31/2015	1963	October	2015	Saturday
11/1/2015	847	November	2015	Sunday
11/2/2015	1757	November	2015	Monday



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11/3/2015	1586	November	2015	Tuesday
11/4/2015	560	November	2015	Wednesday
11/5/2015	1605	November	2015	Thursday
11/6/2015	720	November	2015	Friday
11/7/2015	1165	November	2015	Saturday
11/8/2015	1339	November	2015	Sunday
11/9/2015	905	November	2015	Monday
11/10/2015	709	November	2015	Tuesday
11/11/2015	3353	November	2015	Wednesday
11/12/2015	2523	November	2015	Thursday
11/13/2015	1015	November	2015	Friday
11/14/2015	1937	November	2015	Saturday
11/15/2015	1446	November	2015	Sunday
11/16/2015	875	November	2015	Monday
11/17/2015	1005	November	2015	Tuesday
11/18/2015	1403	November	2015	Wednesday
11/19/2015	733	November	2015	Thursday
11/20/2015	353	November	2015	Friday
11/21/2015	3534	November	2015	Saturday
11/22/2015	165	November	2015	Sunday
11/23/2015	1471	November	2015	Monday
11/24/2015	1238	November	2015	Tuesday
11/25/2015	1926	November	2015	Wednesday
11/26/2015	1035	November	2015	Thursday
11/27/2015	331	November	2015	Friday
11/28/2015	811	November	2015	Saturday
11/29/2015	340	November	2015	Sunday
11/30/2015	973	November	2015	Monday
12/1/2015	580	December	2015	Tuesday
12/2/2015	439	December	2015	Wednesday
12/3/2015	528	December	2015	Thursday
12/4/2015	378	December	2015	Friday
12/5/2015	764	December	2015	Saturday
12/6/2015	325	December	2015	Sunday
12/7/2015	369	December	2015	Monday
12/8/2015	358	December	2015	Tuesday
12/9/2015	90	December	2015	Wednesday
12/10/2015	151	December	2015	Thursday
12/11/2015	794	December	2015	Friday
12/12/2015	485	December	2015	Saturday
12/13/2015	0	December	2015	Sunday
12/14/2015	740	December	2015	Monday
12/15/2015	397	December	2015	Tuesday
12/16/2015	593	December	2015	Wednesday
12/17/2015	403	December	2015	Thursday
12/18/2015	753	December	2015	Friday
12/19/2015	382	December	2015	Saturday

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12/20/2015	0	December	2015	Sunday
12/21/2015	1805	December	2015	Monday
12/22/2015	523	December	2015	Tuesday
12/23/2015	1705	December	2015	Wednesday
12/24/2015	161	December	2015	Thursday
12/25/2015	146	December	2015	Friday
12/26/2015	387	December	2015	Saturday
12/27/2015	522	December	2015	Sunday
12/28/2015	486	December	2015	Monday
12/29/2015	961	December	2015	Tuesday
12/30/2015	1006	December	2015	Wednesday
12/31/2015	408	December	2015	Thursday
1/1/2016	489	January	2016	Friday
1/2/2016	932	January	2016	Saturday
1/3/2016	59	January	2016	Sunday
1/4/2016	449	January	2016	Monday
1/5/2016	446	January	2016	Tuesday
1/6/2016	663	January	2016	Wednesday
1/7/2016	927	January	2016	Thursday
1/8/2016	807	January	2016	Friday
1/9/2016	1218	January	2016	Saturday
1/10/2016	191	January	2016	Sunday
1/11/2016	1177	January	2016	Monday
1/12/2016	1469	January	2016	Tuesday
1/13/2016	1403	January	2016	Wednesday
1/14/2016	1868	January	2016	Thursday
1/15/2016	430	January	2016	Friday
1/16/2016	372	January	2016	Saturday
1/17/2016	92	January	2016	Sunday
1/18/2016	832	January	2016	Monday
1/19/2016	356	January	2016	Tuesday
1/20/2016	2589	January	2016	Wednesday
1/21/2016	732	January	2016	Thursday
1/22/2016	922	January	2016	Friday
1/23/2016	2480	January	2016	Saturday
1/24/2016	296	January	2016	Sunday
1/25/2016	768	January	2016	Monday
1/26/2016	557	January	2016	Tuesday
1/27/2016	1542	January	2016	Wednesday
1/28/2016	1469	January	2016	Thursday
1/29/2016	613	January	2016	Friday
1/30/2016	654	January	2016	Saturday
1/31/2016	181	January	2016	Sunday
2/1/2016	1464	February	2016	Monday
2/2/2016	640	February	2016	Tuesday
2/3/2016	1177	February	2016	Wednesday
2/4/2016	1465	February	2016	Thursday

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2/5/2016	1074	February	2016	Friday
2/6/2016	526	February	2016	Saturday
2/7/2016	271	February	2016	Sunday
2/8/2016	443	February	2016	Monday
2/9/2016	921	February	2016	Tuesday
2/10/2016	352	February	2016	Wednesday
2/11/2016	153	February	2016	Thursday
2/12/2016	99	February	2016	Friday
2/13/2016	57	February	2016	Saturday
2/14/2016	244	February	2016	Sunday
2/15/2016	3592	February	2016	Monday
2/16/2016	2283	February	2016	Tuesday
2/17/2016	1513	February	2016	Wednesday
2/18/2016	2339	February	2016	Thursday
2/19/2016	2144	February	2016	Friday
2/20/2016	1160	February	2016	Saturday
2/21/2016	23	February	2016	Sunday
2/22/2016	2948	February	2016	Monday
2/23/2016	805	February	2016	Tuesday
2/24/2016	1113	February	2016	Wednesday
2/25/2016	2041	February	2016	Thursday
2/26/2016	1319	February	2016	Friday
2/27/2016	1714	February	2016	Saturday
2/28/2016	410	February	2016	Sunday
2/29/2016	2979	February	2016	Monday
3/1/2016	1092	March	2016	Tuesday
3/2/2016	2783	March	2016	Wednesday
3/3/2016	1236	March	2016	Thursday
3/4/2016	981	March	2016	Friday
3/5/2016	1576	March	2016	Saturday
3/6/2016	243	March	2016	Sunday
3/7/2016	1032	March	2016	Monday
3/8/2016	1556	March	2016	Tuesday
3/9/2016	1896	March	2016	Wednesday
3/10/2016	2279	March	2016	Thursday
3/11/2016	1164	March	2016	Friday
3/12/2016	433	March	2016	Saturday
3/13/2016	646	March	2016	Sunday
3/14/2016	2782	March	2016	Monday
3/15/2016	488	March	2016	Tuesday
3/16/2016	1081	March	2016	Wednesday
3/17/2016	942	March	2016	Thursday
3/18/2016	901	March	2016	Friday
3/19/2016	2348	March	2016	Saturday
3/20/2016	131	March	2016	Sunday
3/21/2016	2703	March	2016	Monday
3/22/2016	599	March	2016	Tuesday

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3/23/2016	3357	March	2016	Wednesday
3/24/2016	1820	March	2016	Thursday
3/25/2016	1232	March	2016	Friday
3/26/2016	363	March	2016	Saturday
3/27/2016	96	March	2016	Sunday
3/28/2016	1965	March	2016	Monday
3/29/2016	2747	March	2016	Tuesday
3/30/2016	2660	March	2016	Wednesday
3/31/2016	3601	March	2016	Thursday
4/1/2016	2914	April	2016	Friday
4/2/2016	2535	April	2016	Saturday
4/3/2016	2105	April	2016	Sunday
4/4/2016	3495	April	2016	Monday
4/5/2016	2500	April	2016	Tuesday
4/6/2016	2712	April	2016	Wednesday
4/7/2016	2430	April	2016	Thursday
4/8/2016	1767	April	2016	Friday
4/9/2016	1274	April	2016	Saturday
4/10/2016	0	April	2016	Sunday
4/11/2016	3221	April	2016	Monday
4/12/2016	3083	April	2016	Tuesday
4/13/2016	1918	April	2016	Wednesday
4/14/2016	3043	April	2016	Thursday
4/15/2016	3518	April	2016	Friday
4/16/2016	601	April	2016	Saturday
4/17/2016	209	April	2016	Sunday
4/18/2016	3239	April	2016	Monday
4/19/2016	1982	April	2016	Tuesday
4/20/2016	2907	April	2016	Wednesday
4/21/2016	2457	April	2016	Thursday
4/22/2016	1235	April	2016	Friday
4/23/2016	424	April	2016	Saturday
4/24/2016	1	April	2016	Sunday
4/25/2016	2599	April	2016	Monday
4/26/2016	1389	April	2016	Tuesday
4/27/2016	3302	April	2016	Wednesday
4/28/2016	2010	April	2016	Thursday
4/29/2016	666	April	2016	Friday
4/30/2016	361	April	2016	Saturday
5/1/2016	5490	May	2016	Sunday
5/2/2016	2059	May	2016	Monday
5/3/2016	2888	May	2016	Tuesday
5/4/2016	881	May	2016	Wednesday
5/5/2016	1387	May	2016	Thursday
5/6/2016	1326	May	2016	Friday
5/7/2016	391	May	2016	Saturday
5/8/2016	0	May	2016	Sunday

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5/9/2016	1078	May	2016	Monday
5/10/2016	1630	May	2016	Tuesday
5/11/2016	3456	May	2016	Wednesday
5/12/2016	1818	May	2016	Thursday
5/13/2016	2905	May	2016	Friday
5/14/2016	680	May	2016	Saturday
5/15/2016	0	May	2016	Sunday
5/16/2016	876	May	2016	Monday
5/17/2016	693	May	2016	Tuesday
5/18/2016	508	May	2016	Wednesday
5/19/2016	593	May	2016	Thursday
5/20/2016	656	May	2016	Friday
5/21/2016	1213	May	2016	Saturday
5/22/2016	41	May	2016	Sunday
5/23/2016	2767	May	2016	Monday
5/24/2016	1742	May	2016	Tuesday
5/25/2016	1784	May	2016	Wednesday
5/26/2016	3067	May	2016	Thursday
5/27/2016	1211	May	2016	Friday
5/28/2016	3230	May	2016	Saturday
5/29/2016	848	May	2016	Sunday
5/30/2016	15	May	2016	Monday
5/31/2016	3579	May	2016	Tuesday
6/1/2016	2873	June	2016	Wednesday
6/2/2016	2390	June	2016	Thursday
6/3/2016	3132	June	2016	Friday
6/4/2016	525	June	2016	Saturday
6/5/2016	2433	June	2016	Sunday
6/6/2016	3218	June	2016	Monday
6/7/2016	1948	June	2016	Tuesday
6/8/2016	515	June	2016	Wednesday
6/9/2016	1033	June	2016	Thursday
6/10/2016	2240	June	2016	Friday
6/11/2016	3138	June	2016	Saturday
6/12/2016	2666	June	2016	Sunday
6/13/2016	1408	June	2016	Monday
6/14/2016	3372	June	2016	Tuesday
6/15/2016	2253	June	2016	Wednesday
6/16/2016	1205	June	2016	Thursday
6/17/2016	1042	June	2016	Friday
6/18/2016	1340	June	2016	Saturday
6/19/2016	1066	June	2016	Sunday
6/20/2016	891	June	2016	Monday
6/21/2016	539	June	2016	Tuesday
6/22/2016	1339	June	2016	Wednesday
6/23/2016	2353	June	2016	Thursday
6/24/2016	1533	June	2016	Friday

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6/25/2016	1068	June	2016	Saturday
6/26/2016	3130	June	2016	Sunday
6/27/2016	2263	June	2016	Monday
6/28/2016	3596	June	2016	Tuesday
6/29/2016	1287	June	2016	Wednesday
6/30/2016	3376	June	2016	Thursday
7/1/2016	3238	July	2016	Friday
7/2/2016	613	July	2016	Saturday
7/3/2016	83	July	2016	Sunday
7/4/2016	97	July	2016	Monday
7/5/2016	3499	July	2016	Tuesday
7/6/2016	3572	July	2016	Wednesday
7/7/2016	2838	July	2016	Thursday
7/8/2016	2607	July	2016	Friday
7/9/2016	1553	July	2016	Saturday
7/10/2016	3163	July	2016	Sunday
7/11/2016	3505	July	2016	Monday
7/12/2016	3488	July	2016	Tuesday
7/13/2016	2912	July	2016	Wednesday
7/14/2016	1761	July	2016	Thursday
7/15/2016	3448	July	2016	Friday
7/16/2016	790	July	2016	Saturday
7/17/2016	2927	July	2016	Sunday
7/18/2016	3256	July	2016	Monday
7/19/2016	3388	July	2016	Tuesday
7/20/2016	1790	July	2016	Wednesday
7/21/2016	2899	July	2016	Thursday
7/22/2016	3578	July	2016	Friday
7/23/2016	2986	July	2016	Saturday
7/24/2016	988	July	2016	Sunday
7/25/2016	3625	July	2016	Monday
7/26/2016	3625	July	2016	Tuesday
7/27/2016	5469	July	2016	Wednesday
7/28/2016	5715	July	2016	Thursday
7/29/2016	5298	July	2016	Friday
7/30/2016	2233	July	2016	Saturday
7/31/2016	1	July	2016	Sunday
8/1/2016	6702	August	2016	Monday
8/2/2016	8035	August	2016	Tuesday
8/3/2016	6395	August	2016	Wednesday
8/4/2016	4098	August	2016	Thursday
8/5/2016	7714	August	2016	Friday
8/6/2016	853	August	2016	Saturday
8/7/2016	12	August	2016	Sunday
8/8/2016	4886	August	2016	Monday
8/9/2016	4847	August	2016	Tuesday
8/10/2016	7322	August	2016	Wednesday

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8/11/2016	4089	August	2016	Thursday
8/12/2016	11396	August	2016	Friday
8/13/2016	1141	August	2016	Saturday
8/14/2016	778	August	2016	Sunday
8/15/2016	10016	August	2016	Monday
8/16/2016	11858	August	2016	Tuesday
8/17/2016	12233	August	2016	Wednesday
8/18/2016	14536	August	2016	Thursday
8/19/2016	6439	August	2016	Friday
8/20/2016	870	August	2016	Saturday
8/21/2016	495	August	2016	Sunday
8/22/2016	9161	August	2016	Monday
8/23/2016	8498	August	2016	Tuesday
8/24/2016	10173	August	2016	Wednesday
8/25/2016	9914	August	2016	Thursday
8/26/2016	8654	August	2016	Friday
8/27/2016	1523	August	2016	Saturday
8/28/2016	512	August	2016	Sunday
8/29/2016	8076	August	2016	Monday
8/30/2016	7192	August	2016	Tuesday
8/31/2016	4677	August	2016	Wednesday
9/1/2016	4257	September	2016	Thursday
9/2/2016	4548	September	2016	Friday
9/3/2016	549	September	2016	Saturday
9/4/2016	0	September	2016	Sunday
9/5/2016	1114	September	2016	Monday
9/6/2016	6967	September	2016	Tuesday
9/7/2016	11273	September	2016	Wednesday
9/8/2016	11006	September	2016	Thursday
9/9/2016	6066	September	2016	Friday
9/10/2016	898	September	2016	Saturday
9/11/2016	66	September	2016	Sunday
9/12/2016	4878	September	2016	Monday
9/13/2016	5720	September	2016	Tuesday
9/14/2016	6396	September	2016	Wednesday
9/15/2016	7975	September	2016	Thursday
9/16/2016	11740	September	2016	Friday
9/17/2016	902	September	2016	Saturday
9/18/2016	0	September	2016	Sunday
9/19/2016	6568	September	2016	Monday
9/20/2016	6699	September	2016	Tuesday
9/21/2016	11415	September	2016	Wednesday
9/22/2016	9678	September	2016	Thursday
9/23/2016	9421	September	2016	Friday
9/24/2016	1126	September	2016	Saturday
9/25/2016	41	September	2016	Sunday
9/26/2016	5310	September	2016	Monday



Filed with the Iowa Utilities Board on November 14, 2016, FCU-2016-0011

9/27/2016	1441	September	2016	Tuesday
9/28/2016	2288	September	2016	Wednesday
9/29/2016	2299	September	2016	Thursday
9/30/2016	5706	September	2016	Friday
10/1/2016	1282	October	2016	Saturday
10/2/2016	1314	October	2016	Sunday
10/3/2016	9369	October	2016	Monday
10/4/2016	8794	October	2016	Tuesday
10/5/2016	4029	October	2016	Wednesday
10/6/2016	6271	October	2016	Thursday
10/7/2016	6131	October	2016	Friday
10/8/2016	1922	October	2016	Saturday
10/9/2016	20	October	2016	Sunday
10/10/2016	3778	October	2016	Monday
10/11/2016	4677	October	2016	Tuesday
10/12/2016	6651	October	2016	Wednesday
10/13/2016	6471	October	2016	Thursday
10/14/2016	10669	October	2016	Friday
10/15/2016	1692	October	2016	Saturday
10/16/2016	90	October	2016	Sunday
10/17/2016	6279	October	2016	Monday
10/18/2016	6054	October	2016	Tuesday
10/19/2016	3686	October	2016	Wednesday
10/20/2016	3513	October	2016	Thursday
10/21/2016	7506	October	2016	Friday
10/22/2016	998	October	2016	Saturday
10/23/2016	1047	October	2016	Sunday
10/24/2016	5118	October	2016	Monday
10/25/2016	5114	October	2016	Tuesday
10/26/2016	3469	October	2016	Wednesday
10/27/2016	2709	October	2016	Thursday
10/28/2016	6545	October	2016	Friday
10/29/2016	525	October	2016	Saturday
10/30/2016	745	October	2016	Sunday
10/31/2016	10407	October	2016	Monday



**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 30**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: November 3, 2016  
Response Due: November 10, 2016  
Information Requested By: Mark Schuling  
Date Responded: November 10, 2016  
Author: Shirley Stibb  
Author's Title: Mgr. Cust Support Tech Services  
Author's Telephone No.: (608) 458-5085  
Subject: IPL's Response to OCA's Data Request No. 4  
Reference:

**Data Request No. 30**

In response to OCA's Data Request No. 4, there are no reported numbers for No. 4.B. for the period preceding February 15, 2016, which coincides with the implementation of the CC&B system. In response to Data Request No. 6, your response also indicates that "IPL's previous customer billing system did not send out an estimated bill if flagged as a high bill."

Does the statement above explain why, under CIS, there are no data entries for bills "verified read but not used"? If not, please provide reasons which explain why, under CIS, there is no information about bills "verified read but not used."

**Response:**

Yes. To clarify, the CIS application did not send estimated bills for high bill exceptions and required manual review of the exception before a bill was sent to the customer. The process for review either accepted the reading as valid, a request was sent to field personnel to reread the meter for a valid reading, or the read was amended by billing employees. This amendment by the billing employee would occur if the read was obviously entered backwards, was an obvious misread by the reader or the bill needed to be issued to the customer while research continued to verify the usage. This practice could lead to delayed bills while research was in progress.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 31**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: November 3, 2016  
Response Due: November 10, 2016  
Information Requested By: Mark Schuling  
Date Responded: November 10, 2016  
Author: Shirley Stibb  
Author's Title: Mgr. Cust Support Tech Services  
Author's Telephone No.: (608) 458-5085  
Subject: IPL's Response to OCA's Data Request No. 5  
Reference:

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**Data Request No. 31**

In response to IPL's response to OCA's Data Request No. 5, you indicated that the information for the predecessor system is not available. In response to OCA's Data Request No. 9, you indicated that, under the old billing system, fewer manual reviews needed to be done and that a bill was generated and held for manual review to determine if the usage was accurate.

In reference to OCA's Data Request 5.A. to 5.D., why is there no information available under the old billing system?

**Response:**

The mechanism for tracking metrics of this nature was not available in the CIS legacy system due to limited capabilities within the system. There were no standardized entries from CIS that can be queried to identify estimated bills through the amended read process outlined in data request No. 30 that resulted specifically from manual review. However, IPL can identify the total number of estimated bills and those estimated bills due to no meter read as shown in IPL's response to OCA Data Request No. 4.

The CIS system would automatically send a bill using the actual read if it was flagged for manual review, in cases where the customer's read was flagged for low usage, if the manual review was not completed. Whereas, in CC&B, a bill using the actual read is not automatically sent if it fails hi/lo – it has to be manually reviewed to verify the read is in fact valid before that read is used. If the review is not completed prior to the close of the billing window, and an account has fewer than three consecutive months of estimates, an estimated bill is sent.

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 32**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: November 3, 2016  
Response Due: November 10, 2016  
Information Requested By: Mark Schuling  
Date Responded: November 10, 2016  
Author: Shirley Stibb  
Author's Title: Mgr. Cust Support Tech Services  
Author's Telephone No.: (608) 458-5085  
Subject: IPL's Response to OCA's Data Request No. 5  
Reference:

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**Data Request No. 32**

Please provide information for the past 18 months, on a per month basis.

For true-up bills that were issued, how many were lower than the customer's average bill?

**Response:**

The data below is based upon an average true-up bill of \$108. The data provided is from the CC&B application only. As indicated in the response to OCA Data Request Nos. 9 and 30, the legacy CIS application would automatically send bills that were flagged for low consumption and hold bills flagged for high consumption, which could result in delayed billing.

Month	5E	32	
	Total True Up > AVG	Total True Up < AVG	Total True Up Bills
2016-02 (CCB)	64	52	116
2016-03 (CCB)	4,414	3,779	8,193
2016-04 (CCB)	7,790	5,344	13,134
2016-05 (CCB)	5,736	9,248	14,984
2016-06 (CCB)	6,175	8,482	14,657
2016-07 (CCB)	18,025	7,484	25,509
2016-08 (CCB)	22,735	7,652	30,387
2016-09 (CCB)	10,490	9,971	20,461
2016-10 (CCB)	11,145	17,761	28,906
<b>TOTALS</b>	<b>86,574</b>	<b>69,773</b>	<b>156,347</b>

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 33**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
 Date of Request: November 3, 2016  
 Response Due: November 10, 2016  
 Information Requested By: Mark Schuling  
 Date Responded: November 10, 2016  
 Author: Shirley Stibb  
 Author's Title: Mgr. Cust Support Tech Services  
 Author's Telephone No.: (608) 458-5085  
 Subject: Customer Complaints about Estimated Bills

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**Data Request No. 33**

Over the past 18 months, on a per month basis, how many customers initiated a payment agreement after receiving a true-up bill?

**Response:**

Payment arrangements can be requested by a customer for numerous reasons based on their specific situation. The data provided below shows the count of customers that received true-up bills by month along with the count of customers that requested payment arrangements. The request for a payment arrangement is not directly correlated with receiving a true-up bill; customers who were behind on their payments prior to receiving a true-up bill are included in these numbers.

Month	Total True Up Bills (from DR 32)	33 Payment Arrangements setup after receiving True Up Bill
2016-02 (CCB)	116	-
2016-03 (CCB)	8,193	25
2016-04 (CCB)	13,134	175
2016-05 (CCB)	14,984	287
2016-06 (CCB)	14,657	337
2016-07 (CCB)	25,509	960
2016-08 (CCB)	30,387	2,002
2016-09 (CCB)	20,461	2,063
2016-10 (CCB)	28,906	1,626

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 34**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: November 3, 2016  
Response Due: November 10, 2016  
Information Requested By: Mark Schuling  
Date Responded: November 10, 2016  
Author: Shirley Stibb  
Author's Title: Mgr. Cust Support Tech Services  
Author's Telephone No.: (608) 458-5085  
Subject: Customer Complaints about Estimated Bills

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**Data Request No. 34**

Over the past 18 months, on a per month basis, how many customers were disconnected after receiving a true-up bill?

**Response:**

IPL is responding to the data request as two distinct data points, shown below. Customers are disconnected for non-payment, which does not have a direct correlation to receiving a true-up bill.

As indicated in response to OCA Data Request Nos. 6 and 9, true-up bills were not generated for CIS data, so no data has been provided prior to the implementation of the Customer Care & Billing (CC&B) system on February 15, 2016. In addition, a moratorium on disconnections is in place every November 1 through April 1, per 199 IAC 19.4(17)(a) and 20.4(15)(c)(10), which is why there are no disconnections shown for February and March 2016. Furthermore, during the initial months of CC&B implementation, IPL ceased disconnections for April and May, which is standard procedure for new billing systems.

Finally, pursuant to the Board's Orders in Docket Nos. WRU-2016-0024-0150 and WRU-2016-0026-0150, IPL also ceased disconnections that were not already in process from late September 2016 through December 31, 2016, which is why there are no disconnections shown for October.

<b>34</b>	<b>True Up Bills and Disconnects</b>	
	<b>from DR 32</b>	<b>34</b>
<b>Month</b>	<b>Total True Up Bills</b>	<b>Count of Accounts with Disconnect Following a True Up Bill</b>
2016-02 (CCB)	116	-
2016-03 (CCB)	8,193	-
2016-04 (CCB)	13,134	-
2016-05 (CCB)	14,984	-
2016-06 (CCB)	14,657	6
2016-07 (CCB)	25,509	146
2016-08 (CCB)	30,387	484
2016-09 (CCB)	20,461	377
2016-10 (CCB)	28,906	-
<b>TOTALS</b>	<b>156,347</b>	<b>1,013</b>

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 35**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: November 3, 2016  
Response Due: November 10, 2016  
Information Requested By: Mark Schuling  
Date Responded: November 10, 2016  
Author: Shirley Stibb  
Author's Title: Mgr. Cust Support Tech Services  
Author's Telephone No.: (608) 458-5085  
Subject: Customer Complaints about Estimated Bills  
Reference:

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**Data Request No. 35**

Please provide the following information for the past 24 months, on a per month basis:

- A. The number of customers on budget billing.
- B. The number of customers that became ineligible for budget billing because they failed to meet their payment obligations.

**Response:**

Please see the chart below. Customers are removed from budget billing for two primary reasons, which are outlined in responses to Data Request Nos. 18 and 25.

The removal of customers from budget billing prior to the implementation of IPL's Customer Care & Billing (CC&B) system was not automated and required manual review; thus IPL has provided information since the implementation of CC&B (February 15, 2016). The increase in number of customers removed in May for non-payment is due to the automation of the non-payment provisions outlined in OCA Data Request Nos. 18 and 25.



Month	35A		35B	
	Total Customers on Budget Billing	Total Customers Removed from Budget Billing	Total Customers Removed from Budget Billing for NON-PAY	Total Customers Removed from Budget Billing for Other Reason
2014-11 (CIS)	144,345	-	-	-
2014-12 (CIS)	143,462	-	-	-
2015-01 (CIS)	143,890	-	-	-
2015-02 (CIS)	144,439	-	-	-
2015-03 (CIS)	144,508	-	-	-
2015-04 (CIS)	144,659	-	-	-
2015-05 (CIS)	143,998	-	-	-
2015-06 (CIS)	142,440	-	-	-
2015-07 (CIS)	141,170	-	-	-
2015-08 (CIS)	141,164	-	-	-
2015-09 (CIS)	142,032	-	-	-
2015-10 (CIS)	142,818	-	-	-
2015-11 (CIS)	143,083	-	-	-
2015-12 (CIS)	135,841	-	-	-
2016-01 (CIS)	133,456	-	-	-
2016-02 (CCB)	139,667	1,238	-	1,238
2016-03 (CCB)	143,123	2,262	-	2,262
2016-04 (CCB)	145,317	2,551	-	2,551
2016-05 (CCB)	145,382	12,911	10,238	2,673
2016-06 (CCB)	146,042	6,360	4,115	2,245
2016-07 (CCB)	149,724	4,971	3,327	1,644
2016-08 (CCB)	153,181	4,828	2,973	1,855
2016-09 (CCB)	154,302	3,920	2,402	1,518
2016-10 (CCB)	152,817	3,932	2,551	1,381
<b>TOTALS</b>	<b>N/A</b>	<b>42,973</b>	<b>25,606</b>	<b>17,367</b>

**Response of  
Interstate Power and Light Company  
to  
OFFICE OF CONSUMER ADVOCATE  
Data Request No. 36**

☐ **Confidential/Trade Secret**

Docket Number: FCU-2016-0011  
Date of Request: November 3, 2016  
Response Due: November 10, 2016  
Information Requested By: Mark Schuling  
Date Responded: November 10, 2016  
Author: Shirley Stibb  
Author's Title: Mgr. Cust Support Tech Services  
Author's Telephone No.: (608) 458-5085  
Subject: Customer Complaints about Estimated Bills

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**Data Request No. 36**

Of the customers that are included in your response to previous OCA Data Request No. 35.B., please provide:

The number of customers whose failure to pay involved a new budget bill amount that increased as a result of the standard 6-month or 12-month period review. In addition, please provide the number of customers whose monthly increase was greater than or equal to:

- (1) \$100 but less than \$500,
- (2) \$500 but less than \$800,
- (3) \$800 but less than \$1,000,
- (4) \$1,000 but less than \$1,500,
- (5) \$1,500 but less than \$2,000, and
- (6) \$2000.

**Response:**

Of the 25,606 customers removed from budget billing for non-payment, 7,956 were reviewed during either the 6-month or 12-month standard review and the result was an increase in the monthly budget amount. 7,543 had an increase between \$0 - \$100.

The remaining accounts are broken down further below:

\$100 - \$199 = 338 accounts

\$200 - \$299 = 54 accounts

\$300 - \$499 = 20 accounts

\$500 - \$699 = 1 account (increase due to large converted balance)

There were no accounts that had an increase over \$628.

Filed with the Iowa Utilities Board on November 14, 2016, FCU-2016-0011

**Interstate Power and Light Company  
IPL and IUB C-Filings  
2013-2016**

	Year (a)	Total IUB C-Files (b)	IPL C-Files (c)
1	2013	132	29
2	2014	163	35
3	2015	190	39
	2016		
4	Through October	546	416

Source: IUB EFS system

**Interstate Power and Light Company**  
**Estimated Bills**  
**April 2015 to September 2016**

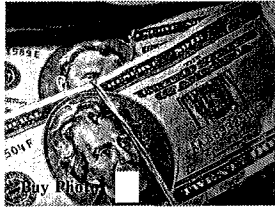
CIS Month/Year	Total Est. Bills	Total Est. Bills with no Read	With Verified Read NOT Used
(a)	(b)	(c)	(d)
1 Apr-15	4769	4769	0
2 May-15	6249	6249	0
3 Jun-15	3044	3044	0
4 Jul-15	10369	10369	0
5 Aug-15	12587	12587	0
6 Sep-15	7710	7710	0
7 Oct-15	8323	8323	0
8 Nov-15	8367	8367	0
9 Dec-15	20463	20463	0
10 Jan-16	35495	35495	0
11 Mid Feb-16	25757	25757	0
12 Total CIS	143133	143133	0

CCB Month/Year	Total Est. Bills	Total Est. Bills with no Read	With Verified Read NOT Used
13 Mid Feb-16	10422	5040	5057
14 Mar-16	17637	4571	11306
15 Apr-16	17516	9623	6375
16 May-16	17406	8119	5559
17 Jun-16	37207	18076	12690
18 Jul-16	44657	19868	20652
19 Aug-16	32296	7739	22552
20 Sep-16	31761	12362	15747
21 Oct-16	24907	7914	15892
21 Total CCB	233809	93312	115830

Source: OCA Exhibit Turner Direct, Schedule A, Page 29, IPL Response to OCA Data Request No. 4.

# Alliant Energy apologizes for higher-than-expected bills

Matthew Patane, mpatane@dmreg.com 5:06 p.m. CDT October 3, 2016



(Photo: The Register)


Alliant Energy, one of Iowa's larger power providers, is apologizing to customers over higher-than-normal energy bills that may have caught them off-guard.

Despite the apology, Alliant is standing by the bill amounts.

"The bills that customers are seeing now are accurate, but they are coming as a big surprise. We are sorry for this surprise. We were not expecting this either," the company said in a statement late

Sunday

(<https://alliantenergy.wordpress.com/2016/10/02/apology-to-our-customers-in-iowa/>).



**Alliant Energy IA**  
@AlliantEnergyIA

Follow

Apology to our customers about recent bill estimating. Info on the problem and what we're doing to fix it is at [bit.ly/2cVcc2o](http://bit.ly/2cVcc2o)  
8:05 PM - 2 Oct 2016

**Apology to our customers in Iowa**

We want to apologize for our billing process this summer. We let many of you down. This summer was hotter than normal. Our customers [alliantenergy.wordpress.com](http://alliantenergy.wordpress.com)

4
2

Alliant said it uses software to check a customer's monthly usage against past months. If the system finds usage that is a lot higher or lower than previous months, it sends the bill to representatives. The company said it recently installed a new billing system that includes even more of those checks.

"This summer was very hot and our customers used more energy than normal," the company said in its statement. "In response, our new system sent more bills than ever before to billing representatives."

Alliant said it did not have enough employees to review the mound of new bills under review, even with overtime. When bills weren't reviewed, Alliant's system sent estimated bills to customers.

"Many of you were caught by surprise. We are very sorry," Alliant said.

Even so, Alliant said the bills it sent out were accurate.

Customers, though, took to Alliant's post on its Facebook page (<https://www.facebook.com/AlliantEnergy/posts/1233462763393155>) to dispute the company's claims.

"My bills last summer were about 50 bucks a month. This summer they are coming out to around 190 plus," one Facebook user said.

The Iowa Utilities Board began receiving complaints from customers during the weekend, spokesman Don Tormey said in an email. By Monday afternoon, the board had received about 80 written customer complaints, he said.

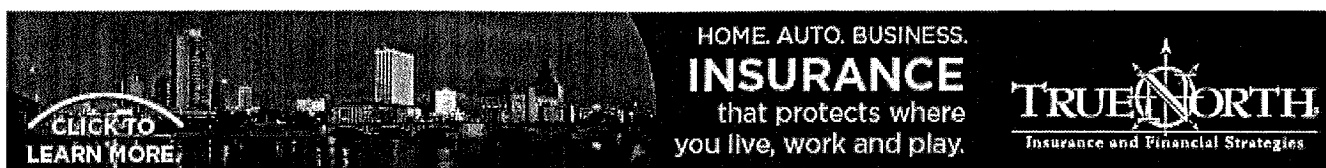
Board staff would investigate each complaint and determine a resolution, Tormey said.

Alliant did say it would take measures to address the problem, including waiving late payment fees for affected customers and recruiting more employees. The company also said it has temporarily stopped disconnections for affected customers and would help customers setup payment plans to spread costs out over the next 12 months.

Customers can call 1-800-255-4268 from 6 a.m. to 9 p.m., Monday through Saturday.

11/3/2016

Alliant Energy apologizes for high energy bills, but says they're accurate | The Gazette



## Alliant Energy apologizes for high energy bills, but says they're accurate

'We were not expecting this either,' utility company tells customers, pointing to hot summer



An Alliant Energy's worker puts traffic cones back to his truck during a power upgrade work at the 1100 block of Hawkeye Drive in Hiawatha in this 2014 photo. (The Gazette)



**Mitchell Schmidt**

*The Gazette*

More stories from Mitchell

Oct 3, 2016 at 3:58 pm | Print View

CEDAR RAPIDS — Alliant Energy customers might do a double take when they check their latest energy bill.

But Alliant officials say that while recent bills are unusually high, they are accurate — caused by an uncharacteristically hot summer.

Justin Foss, Alliant spokesman, said the recent weather has not just been warmer than usual, but it's been consistently warm — which has air conditioners running more than normal.

"When the heat sticks around day after day, it's a compounding effect, so you use more and more energy," Foss said.

Alliant uses a computer system to check customers' monthly usage to catch possible mistakes in the meter-reading process, Foss said. When the system finds usage that is much higher or lower than normal, the bill is sent to a representative to review the bill and have the customer notified.

The process occurs hundreds of times a day, according to an Alliant statement to customers.

However, Foss said a newer system has different parameters for catching high or low bills.

"The new system we have has much tighter tolerances on that and we were unprepared for the amount of heat and how it would impact the number of bills that needed to be manually reviewed," he said. "We were not able to manually review all these bills."

Foss said the bills came as an understandable surprise to many customers — who would have typically been notified in advance by Alliant.

Foss said he didn't have a number on how many customers were effected, but said the issue reached a wide variety of customers.

Jason Arends, who lives in Cedar Rapids, is one of those customers. He said his bill, which typically comes in at about \$150 a month, was more than twice that.

"It just sucks as a customer because you're stuck with them. You have no alternative — personally I'm kind of sick of them," Arends said.

Meanwhile, Don Tormey, spokesman with the Iowa Utilities Board (IUB), said the board was aware of Alliant's statement to customers regarding rates and has received written complaints from more than 80 Alliant customers.

"Over the weekend, the IUB's customer-service section started receiving email correspondence from customers and that has continued today (Monday), along with several phone calls," he said in an email Monday.

Tormey said customer-service staff are investigating the complaints and will determine a resolution pursuant to the board's procedure rules.

According to Alliant's statement to customers, utility officials are adjusting their methods to prevent multi-month estimations during times of extremely hot or cold temperatures. Meanwhile, the utility company temporarily has stopped the disconnection process for customers affected and are waiving late-payment fees for affected customers.

Alliant Energy also announced plans to hire more employees for the review process.

Alliant customers with questions or concerns are encouraged to call 1-800-ALLIANT (800-255-4268).

## Give us feedback

Have you found an error or omission in our reporting? Tell us here.

Do you have a story idea we should look into? Tell us here.

## Service Initiated 3/7/2016

Meter Read Date	Reading	Actual or Estimated Read	Bill Amount	Electric kWh	Number of Days	Meter Read Date	Reading	Actual or Estimated Read	Revised Bill Amount	Actual Electric kWh	Number of Days
10/14/2016	99489	Actual	\$78.19	503	29						
9/15/2016	98986	Actual	\$195.61	1171	31						
8/15/2016	97815	Actual	\$204.06	1234	32						
7/14/2016	94976	Estimated	\$41.67	202	29	7/14/2016	96581	Actual	\$146.19	887	29
6/13/2016	94774	Estimated	\$31.60	151	32	6/13/2016	95694	Estimated	\$111.37	802	28
5/12/2016	94623	Estimated	\$25.31	111	29	5/16/2016	94892	Actual	\$63.75	380	33
4/13/2016	94512	Actual	\$26.42	115	30						
3/14/2016	94397	Actual	\$5.74	24	7						